



MANAGED SD-WAN

Get the most value from SD-WAN, faster and with minimum risk by choosing how much management control you want and selecting the service level that suits your needs.

MAKING THE CASE

Designed correctly, an SD-WAN architecture will deliver unique advantages, such as reduced costs, and increased application performance and availability, leading to enhanced user experience.

Yet as they prepare to benefit from these business-driven, front-end features, many network, infrastructure and security teams lack the sufficient people resources, skills, and knowledge of SD-WAN technology needed to be able to operate a successful SD-WAN environment. This usually results in delayed SD-WAN time to value, as a “set and forget” approach becomes the norm.

Teneo’s shared-risk approach to SD-WAN helps to fill people, skill and knowledge gaps so you can experience SD-WAN benefits now and in the future. Our Co-Managed and Managed Services provide continual monitoring and management of your SD-WAN deployment, along with best practice advice and recommendations. You simply choose how much management control you want by selecting the service level that suits your needs.

SERVICE VALUE

DEPLOYMENT REVIEW

Ensure your deployment is performing to its full potential with a review from our trained engineers during the enablement process.

PROACTIVE MONITORING

Proactively identify errors in near real-time and allow Teneo to take corrective action before users notice or complain.

EXPERT ADVICE

Maximize the value of SD-WAN by receiving our best practice recommendations.

COST CONTROL

Cover routine SD-WAN management work at a predictable monthly cost, saving you money in the long term.

WHAT WE DO



STRATEGY

- Support through the service enablement stage.
- Expert guidance to maximize the value of your investment.



SCOPE

- Detailed Service Agreement.
- Customer Handbook.
- KPIs and SLAs.



ENABLEMENT

- Monitoring & alerting setup.
- Handover to the Teneo Team.
- Fine-tuning.
- Enablement review.



OPERATION

- 24x7x365 monitoring & alerting.
- Proactive management.
- Reporting & service improvement.

SERVICE LEVELS

The following table outlines what's included in our Co-Managed and Managed SD-WAN Services. Optional items carry an additional cost.

	CO-MANAGED SD-WAN	MANAGED SD-WAN
ASSET MANAGEMENT		
Global Asset Register created and maintained		✓
24x7x365 MONITORING & ALERTING (USING FOLLOW THE SUN GLOBAL NOCS)		
Site down	✓	✓
Link down	✓	✓
Hub down	✓	✓
Data center down	✓	✓
Edge device not responding	✓	✓
Orchestration device not responding	✓	✓
Congested link	Optional	Optional
Congested overlay	Optional	Optional
SNMP appliance alarms	✓	✓
24x7x365 MONITORING & ALERTING - END USER QUALITY OF EXPERIENCE		
User-specific quality of experience	Optional	Optional
User quality of experience - average by site, region, country or custom	Optional	Optional
Application-specific quality of experience	Optional	Optional
Application quality of experience - average by site, region, country or custom	Optional	Optional
Quality of experience pre- and post-SD-WAN change	Optional	Optional
DAY TO DAY MANAGEMENT - INSTALLS, MOVES, ADDS & CHANGES		
SD-WAN overlay maintained as per low level design and subsequent agreed changes	✓	✓
Maintain SD-WAN infrastructure in on-prem deployment		Optional
Maintain SD-WAN management infrastructure in AWS		Optional
24x7x365 access to SD-WAN Service Engineer for support and questions	✓	✓
SD-WAN consultancy		10 Days
SD-WAN hardware (RMA) support changes applied and tested	✓	✓

	CO-MANAGED SD-WAN	MANAGED SD-WAN
DAY TO DAY MANAGEMENT - INSTALLS, MOVES, ADDS & CHANGES (CONTINUED)		
SD-WAN config support changes applied and tested in response to incidents/problems - via emergency change management process	✓	✓
Network-wide SD-WAN related troubleshooting	✓	✓
Adding additional sites, hub, cloud locations, etc within Orchestration device		Optional, subject to limitations
Installing new SD-WAN features		✓
Adding or changing users and user groups		✓
Adding or changing Overlay Policies (SLA, Topology, WAN Links, Bonding, Internet Traffic and Traffic Management)		✓
Adding or changing API integrations		✓
Adding or changing QoS policy		✓
Adding or changing system admin permissions		✓
Adding or changing dashboards		Subject to limitations
Adding or changing custom reports		Subject to limitations
Adding or changing custom alerting (type of alerts and thresholds)		Subject to limitations
Adding or changing SD-WAN security policy (stateful firewall)		Optional
Software updates and patches	✓	✓
Managed RMA with remote support for swap out	✓	✓
Managed RMA with onsite support for swap out	Optional	Optional
Incident management & resolution on SD-WAN overlay	✓	✓
Problem management & resolution on SD-WAN overlay		✓
Root cause analysis on SD-WAN overlay		✓
Act as an advisor on SD-WAN underlay and supporting infrastructure incidents		✓
Work with 3rd parties providing advice, guidance and oversight on SD-WAN underlay and supporting infrastructure incidents		✓
REPORTING & SERVICE IMPROVEMENT		
High level monthly reporting (auto-generated based on SD-WAN stats)	Monthly	Monthly
Supporting commentary and advice on high level report	✓	✓
Operational reporting (people management)	Quarterly	Quarterly
Recommendations for service enhancements - technical & operational	Optional	✓
Reports delivered onsite or remote		✓
Standard reports on - appliance utilization, trends, packet counts and estimated cost savings	✓	✓
Standard reports on - application top talkers and trends	✓	✓
Standard reports on - tunnel trends, packet counts, available bandwidth and DRC	✓	✓

	CO-MANAGED SD-WAN	MANAGED SD-WAN
REPORTING & SERVICE IMPROVEMENT (CONTINUED)		
Standard reports on - flow trends, counts and tunnel counts	✓	✓
Standard reports on - DSCP trends	✓	✓
Standard reports on p-QoS trends	✓	✓
Standard reports on tunnel health - loss, latency and jitter	✓	✓
WAN Optimization reports	If part of solution	If part of solution
Appliance audit log summary	Optional	Optional
Forward error correction utilization	Optional	Optional
Custom SD-WAN reporting		Optional
Inventory management report		✓
Incident management report	✓	✓
Problem management report		✓
Root cause analysis report		✓
Change management report	✓	✓
Capacity planning report		✓
Service & solution roadmap	Yearly	✓
QUALITY ASSURANCE PLAN (SLAS)		
Standard Service Level Agreement with quality assurance	✓	✓
Custom Service Level Agreement with quality assurance		Optional

SERVICE OUTCOMES

- Fast deployment using tried and tested processes accelerates SD-WAN time to value.
- Deliver network and application reliability to your users.
- Ensure your network fully supports business outcomes.
- Consolidate costs across your WAN Edge assets.
- Connect users to applications using any combination of transport.
- Achieve quicker and longer-term ROI from your SD-WAN deployment.
- Maximize the value of your investment in the long term through constant tuning under our managed service.
- Pro-actively identify issues in near real-time and take corrective action before users even notice or complain.
- Predict the monthly cost of SD-WAN management work and save money.
- Free up network management resource and time.

ABOUT TENEO

Teneo are the visibility experts, providing performance and security insights across your IT landscape. We remove complexity so you can clearly see where today's user experience won't deliver your desired business outcomes.

Our flexible services model gives you instant access to our talent and analytics platform. As your Managed Service Provider, we'll optimize your existing technology and build your IT strategy to drive innovation.

Since 2000, we've helped some of the world's largest companies see new possibilities. Join us. We won't let you down. Find out more at www.teneo.net.

NEXT STEPS

Our shared-risk approach to SD-WAN has been leveraged by the largest multinationals to the leanest, high-growth organizations and delivers SD-WAN projects efficiently and on time.

To get started with our SD-WAN services, contact us to schedule a discussion today at info@teneo.net.

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