



# 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.

**TENEO**  
OPENING MINDS

# 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.

Teneo’s Managed SD-WAN services form part of StreamlineX, our innovative framework which enables IT teams to provide secure, optimized and observable connections between users and applications.

## Our approach



### Strategy

- Help you decide the right service level for your needs
- Expert guidance to maximize the value of your investment.



### Scope

- Full SOW detailing all aspects of your managed service including our full service management process, KPIs and SLAs.



### Transition

- Full design Audit
- Pre-Service Workshop
- Set up our 24x7 proactive monitoring platform.



### Operation

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

## 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.

# 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<br>SD-WAN | MANAGED<br>SD-WAN |
|---|----------------------|-------------------|
| <b>24x7x365 MONITORING &amp; ALERTING (USING FOLLOW THE SUN GLOBAL NOCS)</b>    |                      |                   |
| 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          |
| SMTP appliance alarms   | ✓                    | ✓                 |
| <b>24x7x365 MONITORING &amp; ALERTING - END USER QUALITY OF EXPERIENCE</b>      |                      |                   |
| 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          |
| <b>DAY TO DAY MANAGEMENT - INSTALLS, MOVES, ADDS &amp; CHANGES</b>              |                      |                   |
| SD-WAN overlay maintained as per low level design and subsequent agreed changes | ✓                    | ✓                 |
| 24x7x365 access to SD-WAN Service Engineer for support and questions            | ✓                    | ✓                 |
| SD-WAN consultancy  |                      | Optional          |
| SD-WAN hardware (RMA) support changes applied and tested                        | ✓                    | ✓                 |

|  | CO-MANAGED<br>SD-WAN | MANAGED<br>SD-WAN                |
|--|----------------------|----------------------------------|
| <b>DAY TO DAY MANAGEMENT - INSTALLS, MOVES, ADDS &amp; CHANGES (CONTINUED)</b>   |                      |                                  |
| 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   |                      | Optional                         |
| 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    |                      | ✓                                |
| <b>REPORTING &amp; SERVICE IMPROVEMENT</b>   |                      |                                  |
| Supporting commentary and advice on high level report  | ✓                    | ✓                                |
| Operational reporting (people management)  | Quarterly            | Quarterly                        |
| Recommendations for service enhancements - technical & operational   | ✓                    | ✓                                |
| Reports delivered onsite or remote   | 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<br>SD-WAN | MANAGED<br>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            |
| 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.

# StreamlineX

Teneo's Managed SD-WAN is part of StreamlineX, our innovative framework combining market-leading technologies that empowers network and security teams to embrace digital innovation and navigate the challenges of modern connectivity.

To ensure continued optimal performance between users and applications, our SD-WAN Managed Services ensure you get the best network experience that StreamlineX delivers.

Find out more about [StreamlineX](#)

## 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](mailto:info@teneo.net).

## Purpose Beyond Profit

In working with Teneo, you are helping to improve the lives of a million children around the world. [Learn more](#)

## About Teneo

Most Network and Security teams are overworked so making progress is a challenge. We securely connect users to their applications by combining leading technology with expert guidance. You stay in control, simplify your operations and keep ahead of the game.

Find out more at [www.teneo.net](http://www.teneo.net).

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