Network Service Delivery Example
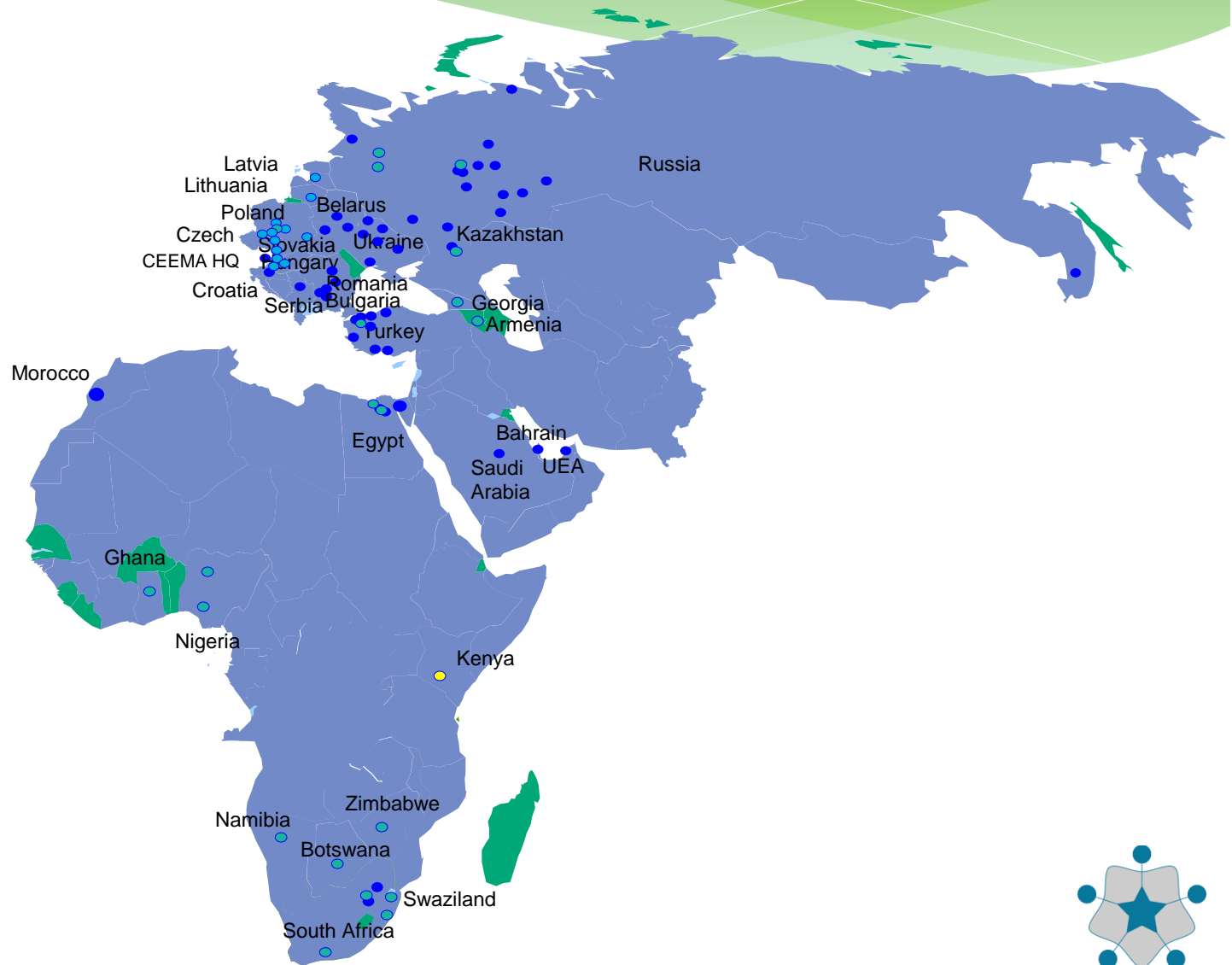
Document creation and concept R.myers 2011/2012

Wide Area Network Coverage example
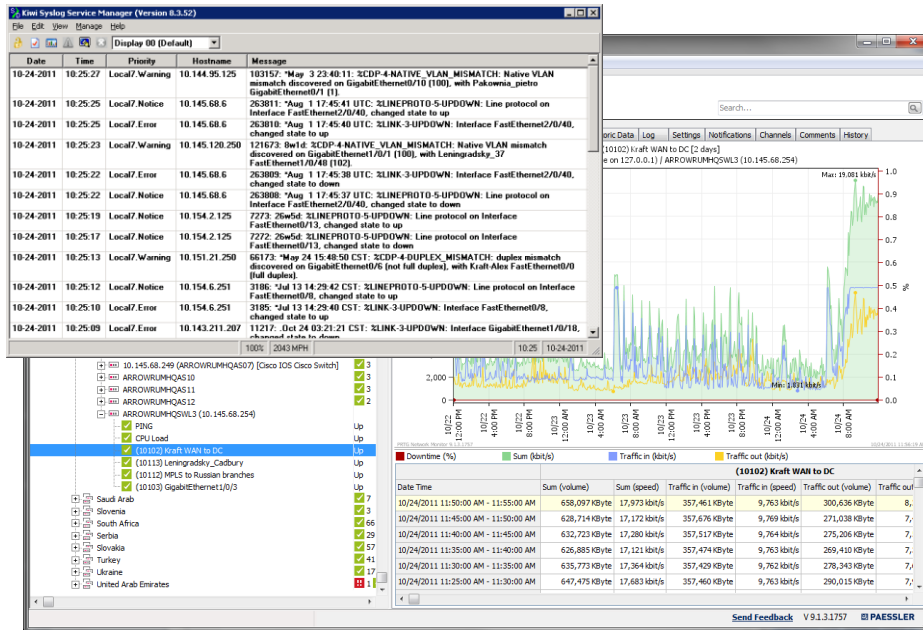
Services Profile

Premium WAN

Factory Firewalls

Accelerators & Proxies

Operations & Aftercare

Wireless LAN

Voice

Video

1

Operations

Support and Aftercare

complete automated monitoring, reporting and alerting software in place which instantly informs us of any outages plus keep records and up to date information about the network performance on every site.

A CMDB inventory system is also in use to keep track on all the equipment giving us a clear overview of our network assets making sure maintenance and lifecycle management can be handled smoothly

Factory Firewalls

• Best practice recommends firewall controlled security in environments which combine office computers with production machines. Making a clear separation of those two areas.

• Modern firewalls:

    - Allow selective traffic to pass through

    - Incorporate Antivirus

    - Intrusion Prevention System

Wireless LAN

- Wireless LAN - available services:
  - Corporate access
  - Production Handheld
  - Guest/BYOD internet access.
- Timeline - implementation can be completed within 2-4 weeks depending on Procurement process.
- Guest Wi-Fi
  - Available at no extra cost to all sites that currently have a BPOS firewall
  - Controlled secure free Internet access to company guests.

Voice

- VoIP and PBX integration into the company:
  High QoS + WAN connections= free B2B calls
- Utilizing our existing WAN connections allows zero cost international calls.
- Possible scenarios:
  - replace current PBX devices with IP Telephony solutions or
  - if the existing PBX HW allows - look into cost effective ways of adding only VoIP interfaces

Video

- Answering the high demand for video conferencing, the Cisco Telepresence devices offer High Definition solutions from desktop machine to video room suites.
- The EX90 is an entry level model which we is used intensively with many other models available to suit the needs of the business.

Accelerators & Proxies

• High Quality of Service becomes a standard requirement for Voice, Video and other bandwidth intense services.

• Exinda devices make it possible to have the benefits high QoS and low internet costs.

•With the introduction of many new internet based services such BPOS and Share point a local Proxy break device located within the countries helps to improve speed and performance, with the added attraction that it takes traffic loads away from costly deadicated Wan links.

Premium WAN

- Hybrid of the various global WAN solutions.
- Based around the original a global guideline solution and using local and regional transport partners to keep costs reasonable

- Internet Breakouts - increase Internet performance and keep legacy WAN connections to a datacenter free for other important traffic such as SAP data transfer.