Managed Services

Allied Telesis™

Prevent business disruption and simplify network operations by leveraging our network management and monitoring expertise.

✓ **Increase revenue,** with enhanced network availability and performance

✓ **Reduce liability** and business risk with up-to-date and secure networks

✓ **Reduce costs** for recruiting, training and retaining skilled IT personnel

✓ **Free your IT team** from everyday administration to work on business value tasks

Our experienced engineers use the best tools and procedures to ensure optimal performance of your ICT infrastructure, allowing you to **focus on your business** with confidence.

Why choose our managed services?

Predictable and manageable costs

Maximize your budget with the right-sized solution.

Scalable access to specific skills and industry intelligence

Retaining your own IT team is difficult and costly, so use our team of experts as much as you need to.

IT management with discipline

We establish and maintain standards and processes for your IT network, leaving your team to focus on their core tasks.

Improved cybersecurity

Our rigorous processes ensure the latest firmware and patches are applied to avoid data breaches and business disruption.

Network Management

With Network Management services, Allied Telesis further reduces the burden of network administration for your IT team. The service covers complete management, fault isolation, and issue resolution including:

- **Configuration management** covering routine equipment configuration changes, backup and restore as your network evolves and changes. Backup locally on your network or replicate in the Allied Telesis Service Cloud for optimal business continuity.

- **Remote troubleshooting** for fault detection, isolation and correction.

- **Routine software and firmware upgrades** to ensure your equipment is operating with the latest feature set, operational fixes, and security updates.

Network Monitoring

Continuous monitoring is the foundation of our Managed Services. With our network monitoring service, you can focus on your core business while Allied Telesis applies years of knowledge and experience to monitor the health of your network.

Allied Telesis oversees the operational status of each device and your entire infrastructure, alerting you if an anomaly is detected. We regularly generate and analyze operational reports looking for conditions or trends that could lead to a malfunction, enabling pre-emptive corrective actions before operations are affected. In the event of any irregularities, our agents will open a support case and begin corrective actions, reducing the time to resolution.

You will have access to the online dashboard and receive monthly Network Health Reports for complete visibility of the operational status of all monitored devices in your network. We can support network equipment, servers and applications from multiple vendors, providing the flexibility to support your network as it evolves alongside your business.

Key Benefits

- **Increased staff** and customer satisfaction with enhanced network availability and performance.
- **Reduced expenses** with improved resource and staff utilization.
- **SLA-based reporting** for reduced liability and risk for compliant and secure networks.
- **Reduced costs** for recruiting, training and retaining skilled staff.
- **Accelerated problem resolution** and efficient management, without disruption.
- **Consistent experience** of Managed Services and Net. Cover support plans with the coverage hours for both aligned to your specific needs and budget.

Features

- **Consolidated network visibility,** to monitor network and server status for enhanced service quality.
- **Advanced fault management** to isolate and analyze faults and enable faster resolution.
- **Resource utilization reporting** and service-level insight.
- **Trending and root-cause analysis** to identify when key thresholds are exceeded and prevent outages or performance degradation.
- **Alert escalation** with flexible notifications that automatically generate reports based on a broad range of criteria.
- **Network topologies** and intuitive, visual network diagrams.

Our service plans are flexible and can be customized to meet your needs. Contact Sales to discuss your requirements.

TAKE ADVANTAGE OF OUR OTHER SERVICES

Our portfolio of services delivers a full range of cost-effective business solutions that optimize your IT infrastructure for maximum performance and the best experience for your customers.

Support Services

Services to ensure your business continuity.

Hosted Services

Use our managed platforms to run your business IT.

Advisory Services

We're here to help you and keep your business running.

Implementation Services

Use our expertise to get your IT project operational fast.

Training Courses

Grow the skills and knowledge of your IT team.

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