

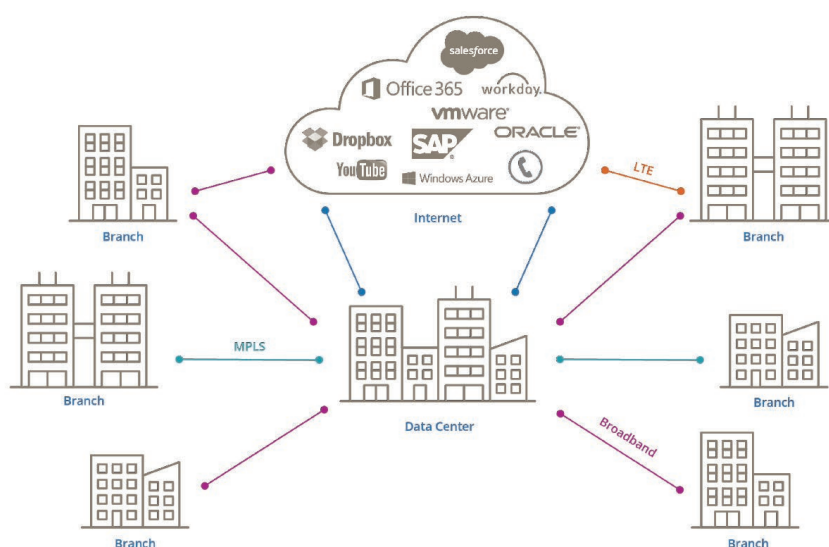
SERVICE OVERVIEW Managed WAN Services

intergence
PLATFORM. DELIVERY. EXPERIENCE.

INTERGENCE'S SD-WAN NETWORK MANAGED SOLUTIONS PROVIDE HIGHLY AVAILABLE, HIGHLY SCALABLE COST EFFICIENT INTERCONNECTIVITY WITH CONTROLLED APPLICATION ACCELERATION AND COMPLETE END-TO-END VISIBILITY.

As enterprises continue to adopt cloud infrastructure and applications, exploding traffic levels and changing traffic patterns are driving them to re-evaluate their WAN approach. The WAN is a key enabler in transforming businesses to the new digital economy, but the existing WAN infrastructure approach based on conventional routers was not designed for the cloud. To keep branch offices protected from threats, all web-bound traffic is back-hauled to headquarters-based security services, which negatively impacts cloud application performance. As a result, enterprises are faced with architectural complexity, inconsistent application performance and security for applications and users.

Intergence offers various connectivity circuit types from Broadband Dedicated Internet Access (DIA) circuits with 1:1 contention ratio to cost effective VDSL low contention circuits with full 4/5G flexibility options for backup and branch site interconnectivity. Intergence Managed WAN solutions are designed to fit customer budgets, capacity, scalability and geographical reach. Our aim is to provide our customers with a single network solution that aligns optimally with their operational, financial and strategic requirement. We believe our Managed Services provide our customers with an unparalleled service performance experience, underpinned by our comprehensive SLAs.



As cloud-based application adoption continues to accelerate, geographically distributed enterprises increasingly view the wide area network (WAN) as critical to connecting users to applications.

While most SD-WAN solutions promise to save money and improve network agility, Intergence helps our customers build a better WAN to deliver higher levels of application performance, business productivity and user experience.

Intergence SD-WAN overlay networks provide fully configurable any-to-any connectivity for full-mesh inter-working with fully resilient and redundant solutions. Our support options are totally customisable to best fit our customers needs. We pride ourselves in providing our customers with a totally unique differentiated experience through our service transparency Stratiam™ management platform, omni-channel support availability and mobility notification services. All of our support systems coupled with our exceptional service support teams, enable us to consistently achieve our number one objective of a >than 90% First-Time-Contact-First-Time-Fix.

KEY FEATURES

- *Leading Edge SD-WAN Technology*
- *Multiple access circuit options & suppliers*
- *Next-Generation WAN optimisation*
- *Comprehensive network management & support*
- *Unparalleled Service Level Availability Agreements*

KEY BENEFITS

- *Stratiam™ Managed & Monitored*
 Fully managed network edge, fully supported from Intergence 24x7x365 iSOC (Intergence Service Operations Centre)
- *Advanced Software-Defined Technology*
 Be in control of your network traffic. Prioritise and Accelerate your applications at the push of a button.
- *Reduce Legacy WAN Costs*
 Intergence have various flexible SD-WAN Overlay Edge connectivity options suitable for all budget types.
- *Underlay Circuit Cost Efficiency*
 Intergence extensive Telco partner network allows us to select the right provider in each location measured by reliability & Cost.
- *Customer Transparency Services*
 We see ourselves as an extension to our customers IT support services therefore, total transparency of our managed services is what makes us different.

DIFFERENTIATED SUPPORT

Our Managed WAN service comes with the peace of mind you would expect from a leading SD-WAN service provider such as Intergence. With our 24/7/365 support options, comprehensive standard SLAs, proactive management, service desk support and >than 90% First-Time-Contact-First-Time-Fix objective it makes choosing Intergence the partner of choice.

Our technical teams will also help and assist with your WAN network migrations, including project management, consultancy and professional services.

STANDARD WAN SLAs

AVAILABILITY
99.99%

RESPONSE
15MINS

REPAIR
4HRS

SLAs are totally customisable with optional service credit agreement cover.