

Managed WAN SOLUTIONS

delivering your national and multinational
CONNECTIVITY



JT's Managed WAN Service provides 24x7x365 remote management and monitoring for customers' WAN circuits and devices. JT manages the Customer's network utilising its comprehensive ISO27001-certified, ITIL-aligned service management framework.

The Managed WAN Service includes proactive configuration, monitoring, performance and capacity management and access to JT's support capability, technical skills and vendor relationships.

The Managed WAN Service is delivered to the Customer's premises via a Customer Edge (CE) device. The CE devices are provided and exclusively managed by JT. Customer monitoring access is evaluated on case-by-case basis. The CE devices have the following features:

- Native QoS support for up to 6 traffic classes
- Two-factor authentication
- Single global VRF per device. The deployment of more VRFs is at JT's discretion
- Demarcation point – Customer-facing LAN interface of the CE device.
- Off-site CE configuration backup

MANAGED SERVICE

The offer is available with three service levels:

Support Services – Hardware and Software maintenance is undertaken by the JT Engineering team and/or approved JT partners.

Remote Monitoring Service - intended to support Customers by detecting, and managing the resolution of service issues, mitigating any impact to critical business operations.

Proactive Managed Service – this service is multifaceted – its main purpose is to ensure uninterrupted operation by resolving issues before they arise. It provides intelligence regarding network utilization and traffic visibility via a client access web portal.



Service Requests

The table below outlines specific tasks that are included as part of the WAN Managed Service. All these tasks are performed during business hours. Customer requests can be handled out-of-business hours. In this case they will need to be planned in advance and chargeable.

Task	Description
Circuit Bandwidth Upgrade	Change of Bandwidth where the circuit upgrade can be achieved via a policy change and is not service affecting.
Creation and Management of Prefix or Access List	Creation, change and deletion of Prefix or Access Lists configured in the device.
Management of LAN IP Addresses	Creation and changes on the CE LAN interface parameters (IP addresses, subnets, gateways).
Creation and Management of Static Route	Creation, change and deletion of Static Routes configured in the CE device.
Creation and Management of QoS	Creation, change and deletion of QoS Class-maps or Policy-maps.
Creation and Management of SNMPv3	Creation, change or deletion of SNMPv3 community strings for customer monitoring if agreed in design.
Hostname Change	Change of CE device hostname.
Log and SNMP system configuration	Management of the log information resending to a syslog server and SNMP alerts/traps.
Output of commands	Provision of output from privileged exec commands or running configuration.
Management of manufacturer's guarantee	Management of hardware or firmware errors with the manufacturer. Customer needs to contract a valid manufacturer support for this management to be effective and Customer needs to require us to open a support case.
Restoration of data	Restoration of device configuration from the backup.

To find out more contact us at:

T UK/Int: +44 20 7920 2000
 E sales.jtge@jtglobal.com
 W www.jtglobalenterprise.co.uk

