

Net.Service

Managed Services for Business Continuity

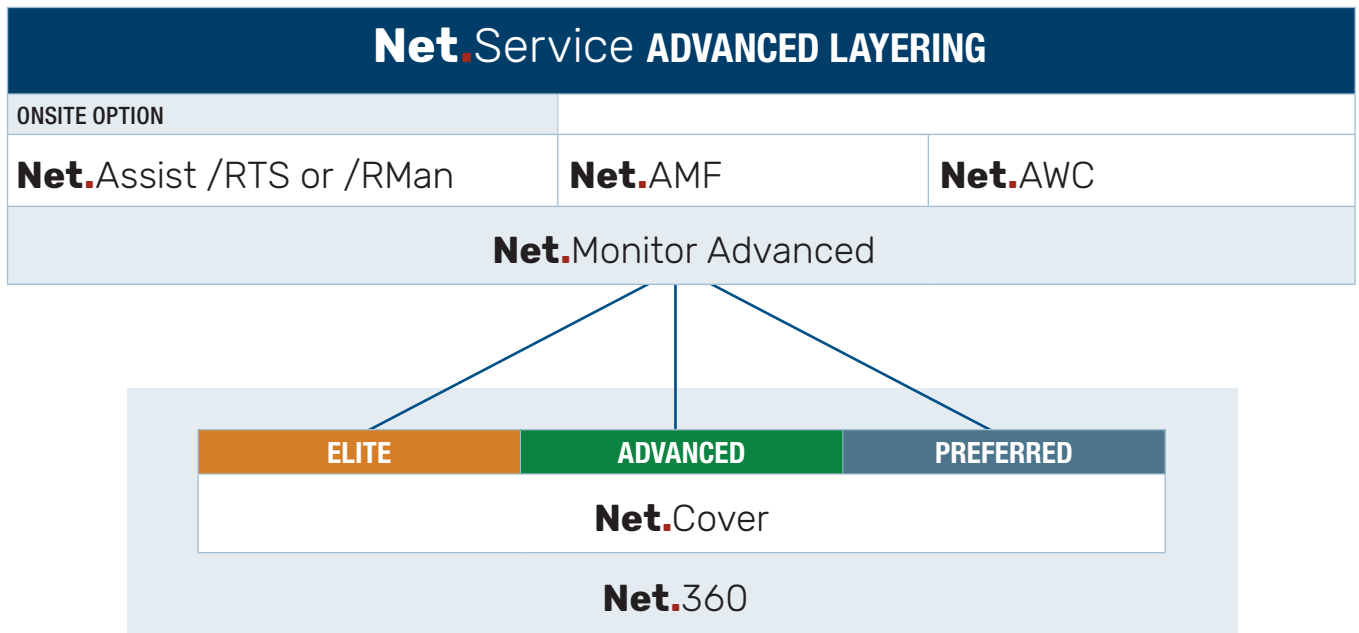
Net.Service is a suite of Managed Services provided by the Allied Telesis Global Service and Support organization. It leverages decades of experience in managing complex ICT infrastructures and the Network Automation capabilities of Allied Telesis Management Framework for wired as well as wireless infrastructures. Allied Telesis experienced engineers use the best tools available and proven operational procedures to make sure that clients' ICT infrastructure is operating at an optimal level at all times.

With a simple subscription to Allied Telesis Net.Service suite of Managed Services, clients can focus on their business

with confidence their communications infrastructure will always support their business requirements.

Service delivery begins with a properly supported infrastructure. Only the equipment manufacturer can correct firmware issues or provide improvements whether it is a matter of correct operations or infrastructure security.

Net.Cover is Allied Telesis answer to the need for an always up-to-date, secure and covered network infrastructure. Clients can select among Preferred, Advanced and Elite plans to meet their service level and budgetary requirements.



Net.Monitor

Continuous Monitoring is the foundation of every Managed Service. It provides real-time visibility to the overall communication infrastructure as well as the operational status and details of every single device.

Allied Telesis Network Operation Center (NOC) continuously watches the operational status of every single device and of the entire infrastructure alerting clients whenever an anomaly is detected. At regular intervals our NOC generates and analyzes operational reports looking for any condition or trend that can lead to a malfunction, permitting pre-emptive

corrective actions before the communication is affected. Whenever an abnormal is detected, Allied Telesis NOC immediately opens a trouble ticket and begins the corrective actions, further reducing the effort required to client and shortening the time to the solution.

Health reports are generated monthly and delivered to clients who also have access to Net.Monitor console providing them with visibility to the operational status of their network and the monitored devices.

The following table lists the operational parameters monitored for each type of supported device.

NETWORK ELEMENT	NET.MONITOR ADVANCED	NET.MONITOR BASIC
Node (Any SNMP Enabled Device)	CPU, Memory, PSU, Fans, Temp, Model #, Firmware, Syslog Error Monitoring, Port Status	Up / Down Status (Availability), Uptime (if provided by device's SNMP Interface)
Layer 2 Nodes and Chassis	Node Parameters plus Port Status, Stack Status, EPSR Status, PoE Status, VLAN Port Status	
Layer 3 Nodes and Chassis	Node Parameters plus RIP, OSPF, VRRP, BGP Status	
Firewall	Node Parameters plus Filtering Status (Firewall is running)	
EtherGRID and Generic Server	Node Parameters plus CPU, Memory, Disk Space, Cache, Service / Process Status, Guest Virtual Machine Status, Hypervisor Status and Performance	
Application	HTTP Availability, Service/Process Status, NIC Status (if provided by underlying OS)	
Wireless Access Point	Radio & SSID Status, Client Associations	



Net.Assist

Monitoring is just the beginning. With Net.Assist Allied Telesis further reduces client involvement in network management from fault isolation and correction to complete management.

Net.Assist can be subscribed on top of Net.Monitor with two service options:

- ▶ Net.Assist RTS which provides Remote Troubleshooting for fault detection, isolation and correction
- ▶ Net.Assist RMan providing Remote Management as well as Remote Troubleshooting. Remote Management includes routine management functions, further reducing the operational burden of the client. Included activities are:
 - ▶ Routine software/firmware upgrades. This ensures that your equipment is operating with the latest feature set, operational fixes, and security updates.
 - ▶ Configuration Management. This includes routine configuration changes to equipment as the client network evolves and changes, and configuration backup and restoration. Options exist for backup storage locally on the client network as well as duplicated in the Allied Telesis Service Cloud for business continuity purposes

Net.OnSite

Where clients who require on-site support, Net.OnSite services provide the client with Allied Telesis engineers who are dispatched to the customer location to perform tasks and corrective actions that cannot be completed remotely.



Net.AMF

This unique service brings all the benefits of Allied Telesis award winning Autonomous Management Framework without the need for skilled personnel, server infrastructure and software licensing. With Net.AMF Allied Telesis engineers will activate, configure, commission and operate AMF Master and Vista Manager software on the Allied Telesis Services Cloud and, if desired, on the client local network.

Once configured, AMF will perform periodical configuration and firmware backup of every compatible network node and in case of full node reset or replacement with a new device. AMF will autonomously push the original configuration and firmware level to the new device achieving very short Mean Time To Repair at almost no cost.

Net.AWC

The Autonomous Wave Controller is the heart of Allied Telesis new generation of wireless solutions. It utilizes Artificial Intelligence techniques to autonomously plan and optimize Wireless Access point parameters for the best wireless coverage and performance.

Subscribing to Net.AWC Managed Services, clients can take advantage of a Managed AWC Controller without having to buy licenses or servers and without having to install, configure, maintain or even manage the software.

As part of Net.AWC subscription, clients will always benefit from the latest version without having to plan or perform updates.

Net.Service coverage hours

Net.Service suite of Managed Services will be provided with the same time coverage as the subscribed Net.Cover plan for a consistent and effective support experience tuned to the client's needs and budget



Net.Cover

ELITE	ADVANCED	PREFERRED
24 x 7 x 365	24 x 5	12 x 5

During local business days and hours, clients can communicate with Allied Telesis Network Operations Center (NOC) in one of the supported local languages (English, French, Italian, German, Romanian, Russian, Spanish) while English will be spoken all around the clock.

Managing 3rd party products

Net.Service can monitor and/or manage not only Allied Telesis products but service can be extended to 3rd party network devices as well as servers and applications.

Allied Telesis maintains a list of 3rd party products that can be either monitored or managed with the elements and actions that can be performed on each one.

The monitoring and management of products not included in this list will be evaluated and priced case by case.

Flexible Pricing

Net.Service pricing is flexible and granular fitting the budget needs of small as well as mid-size and large networks and organizations.

There is a one-time initial setup fee and an annual service fee. Price depends on agreed service level as well as network size and complexity.

Please ask the Allied Telesis office nearest to you for a quotation. Our engineers and account managers will be happy to help you identify the options that better fit your needs and your budget.

Professional Services

Professional Services will be quoted for performing actions on the network not strictly related to Monitoring or Management.

Such actions may include:

- ▶ Assessment of existing infrastructure
- ▶ Design of changes and/or additions to the network as well as IP Addressing Plans, VLAN definition, etc.
- ▶ Configuration of network devices either directly or via AMF
- ▶ Network Capacity planning
- ▶ Network commissioning
- ▶ Acceptance testing, etc.

Learn more!

Visit <http://www.alliedtelesis.com/services>