GLOBALGIG MANAGED NETWORK SERVICES FOR HIGH NETWORK AVAILABILITY AND PERFORMANCE

Network and device management to improve operational efficiencies & uptime

Network connectivity is the lifeblood of enterprise businesses, critical to day-to-day operations. No business can afford the revenue disruption from outages. Today's distributed network is increasingly dynamic and complex, and managing the network and all of its connected devices can become an increasingly resource-intensive burden, diverting technical staff from concentrating on the core business priorities.

Globalgig Managed Network Services is designed to simplify network and device management by providing critical 24x7 monitoring, alarming, configuration and support, allowing your valuable IT resources to focus on key business. Our team of experienced and certified technicians provide the expert support that complement in-house resources to improve network reliability, ensuring business continuity.

Globalgig Managed Service Highlight

Flexible Service Levels: 3 service tiers from monitoring to network and flow intelligence

Real-time View: Dashboard and reporting from industry-leading monitoring systems

Integrated Visibility: From network performance to application monitoring and visibility

Ticketing & Incident Management: Comprehensive support including escalation to network providers and hardware vendors, managed through incident resolution and remediation

Device Configuration and Maintenance: Configuration support based on business requirements and ongoing maintenance for firmware upgrades and software patches

Globalgig's Managed Network Services complement your team to augment capabilities, keeping your network up and running at optimal levels. Our staff of networking experts is focused on helping your company scale and grow by improving operational efficiencies. We are carrier independent and can provide our customers one-point of management for all global network connections. Globalgig provides customers access to industry-leading monitoring systems for total transparency on their network and application performance.

Features

- Comprehensive global management and trouble resolution
- Integrated managed services available across all carrier platforms
- Flexible tiered service levels
- Proactive monitoring and ticket management
- Device configuration management
- Cost effective hardware and software support
- Real-time visibility and dashboard reporting

Benefits

Increased Visibility
- Complete visibility of the network environment with real-time web interface
- Extensive range of network management tools & reports
- Full view of device status

Reduce Complexity
- One portal to manage across multiple networks
- Integrated view across entire network infrastructure
- Single point of contact & accountability

Business Alignment
- Relevant network data available for performance improvement
- Application of business-specific rules based on device criticality & event type
- Collection and correlation of events from multiple devices

Better User Experience and Increased Productivity
- Optimize circuit capacity utilization
- Enhance resiliency and business continuity
- Improve application quality and performance

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Orchestrating Hyperconnectivity

Managed Network Service Tiers

Essential	Plus	Premier
Hardware/circuit monitoring • Ping and SNMP from Globalgig end-point monitoring system • Hardware visibility and reporting • Includes WAN interfaces on edge devices, LAN uplinks on edge devices and physical interfaces on L2 switches **Trouble Ticket Resolution** Network Operations Centre (NOC) service for receiving, managing and resolving trouble calls. Globalgig works with the underlying carrier or hardware vendor to work the issue to resolution and ticket closure. **Visibility** Real-time monitoring dashboard and reporting from Globalgig's Managed Network services platform and/or Globalgig's end-point monitoring system. Ticket analysis and reporting.	Essential Service Level plus **Firmware/Software Management** Globalgig will proactively push firmware/software updates to the device(s) from the orchestration platform. If a software update or upgrade is required, Globalgig will obtain a valid software package from the hardware vendor. **Configuration Management** Globalgig will make configuration changes at the customer's request or to resolve network or performance issues via the orchestration platform or, if required, direct UI and CLI to the device(s). All customer-driven change requests should are submitted to the Globalgig Support/NOC center, providing single point of contact for all managed services.	Plus Service Level plus **Network and Application Performance Monitoring** Includes all performance monitoring in Essential, plus application monitoring and visibility. • Network and flow intelligence resulting in better end-user experience and network performance • Monitoring down to application level, improving visibility and reporting • Enhanced troubleshooting and capacity planning

Professional Services

Because there are always unforeseen needs, Globalgig also provides professional services that are available on an hourly or project basis. Our professional services team can supplement client staff with services such as changes to non-standard protocols, advanced device configuration and network redesign & optimization. Typical professional services can include:

Level 1: Remote Hands and Basic Troubleshooting including hardware racking, cabling assistance, remote hands, basic networking assistance, port management, VLAN management.

Level 2: Support and Configuration including networking assistance, VPN support, network creation, network and connectivity troubleshooting

Level 3: Design, Architecture and Implementation including backup and disaster recovery, storage area networking, scripting, VMware implementation, VoIP configurations, advanced networking, packet shaping, QoS, routing protocols, traffic analysis.

Globalgig provides comprehensive and integrated managed services available across all carrier platforms. Our Managed Network Services are delivered by experienced network technicians that proactively monitor the network and ticket management. Providing cost effective network, hardware and software support with flexible customer premise equipment (CPE) solutions, Globalgig's Managed Network Services streamline network transformation and delivers the single point of support for your global network infrastructure and deployment.

About Globalgig

Globalgig orchestrates hyperconnectivity for the enterprise business continuum using managed communications solutions. Globalgig provides wireless connectivity across a 200-plus country footprint and offers a full suite of communications services and products including Hosted VoIP, Mobile Device Management, Wi-Fi Hotspots, Remote Office and Backup, Technology Expense Management and IoT/M2M connectivity solutions. Globalgig is headquartered in San Antonio, Texas, with offices across the U.S., and in London and Sydney.

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