

Managed Network Services

Network and device management for superior operational efficiencies and uptime

Network connectivity is vital for enterprises as it is critical to their day-to-day operations. Revenue disruptions caused by outages can have catastrophic consequences for businesses. However, managing the network and its many connected devices is an increasingly resource-intensive burden, diverting technical staff from concentrating on core business priorities.

Distributed enterprise networks are increasingly dynamic and complex. Globalgig Managed Network Services are designed to simplify network and device management by providing critical 24x7 monitoring, alarming, configuration and support, enabling your valuable IT staff to focus on key business. Our team of experienced and certified technicians provide expert support to complement in-house resources, improving network reliability and ensuring business continuity.

Why Globalgig Managed Services?

Flexible Service Levels

Three service tiers, ranging from monitoring to network and flow intelligence.

Real-time View

Dashboard and reporting from industry-leading monitoring systems that offer complete visibility into your network environment.

Reduced Complexity

Take advantage of an integrated view across your entire network infrastructure and a single point of contact.

Support for Peace-of-Mind

We work to resolve any issues and reduce their impact on your business.

Network Resilience and User Productivity

Meet business continuity goals and improve access and performance of corporate applications.

KEY BENEFITS

- ✔ 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 and management services customized to your business, with ongoing support for firmware upgrades and software patches
- ✔ Real-time visibility and dashboard reporting
- ✔ Optimized circuit capacity utilization
- ✔ Application of business-specific rules based on criticality and event type, with the ability to collect and correlate events from multiple devices

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.

Globalgig delivers comprehensive and integrated managed services in a carrier-neutral environment, providing our customers with a single point of management for all global network connections. Customers benefit from access to industry-leading monitoring systems for total transparency into their network and application performance.

Features

	Essential	Plus	Premier
24x7x365 single contact NOC	✓	✓	✓
360° visibility to shared tool sets	✓	✓	✓
WAN edge interface monitoring and proactive alerting	✓	✓	✓
Proactive ticketing, updates, and resolution with underlying carriers NOC	✓	✓	✓
Latency SLA monitoring	✓	✓	✓
Granular site dashboard with historical reporting	✓	✓	✓
Hardware monitoring: up/down	✓	✓	✓
Vendor TAC and RMA support	✓	✓	✓
Globalgig Service Advantage team expert support for SD-WAN bypassing Tier 1 NOC		✓	✓
Device co-management for moves, adds, and changes		✓	✓
Firmware management: versioning, patching, and vulnerability updates		✓	✓
SD-WAN overlay enhanced reporting, capacity planning, optimization, and tuning		✓	✓
LTE out-of-band management services for enhanced WAN troubleshooting via remote encrypted two-factor console access			✓
Included LTE modem which can be used for LTE WAN backup			✓
Application-based enhanced troubleshooting and analytics. Netflow to identify top talkers and apps.			✓

Service Advantage Team

Our Plus and Premier customers also have direct access to our Service Advantage Team (SAT), which offers support that goes far beyond that of traditional Network Operations Center (NOC) staff. Our highly experienced engineers are true experts in SD-WAN and the various platforms we deploy, providing unparalleled service to add more value to your network investment. With our SAT, you can expect real-time information sharing, proactive issue resolution, and strategic partnership to develop a plan on how to best evolve your network to meet your future needs. We work closely with you as your trusted partner to ensure optimal network performance and operational efficiency.

Professional Services

At Globalgig, we understand that unforeseen business and technical challenges can arise at any time. To help you overcome these challenges, we offer Professional Services on an hourly or project basis. Our Professional Services team is available to supplement your IT staff with three tiers of services, including Remote Hands and Basic Troubleshooting, Support and Configuration, and Design, Architecture, and Implementation. Whether you need additional assistance with troubleshooting, support, or more complex design and implementation projects, our team has the expertise to deliver effective solutions that meet your specific needs.

Comprehensive Support, Delivered Simply

Our Managed Network Services are delivered by experienced network technicians who proactively monitor the network and ticket management to ensure optimal network performance. We provide cost-effective network, hardware, and software support with flexible customer premises equipment (CPE) solutions that streamline network transformation and deliver a single point of support for your global network infrastructure and deployment. Our Managed Network Services help you minimize downtime and reduce the risk of disruptions, allowing you to focus on your core business operations while we take care of your network.