

Leading Expertise and Support

Your MNS is delivered by experienced network technicians who proactively monitor your network and devices. Combining cost-effective network, hardware, and software support with flexible equipment solutions to streamline your network operations, planning, and upgrades. Our Service Advantage Team is staffed with experienced engineers who will partner with your team to deliver expert support for SD-WAN, voice, MPLS, and more, helping to scale your network to meet future needs.

Our services are all about making your life easier – think of us as an extension of your team, bringing additional skills and knowledge to keep your network delivering reliably and your business thriving and growing.

Welcome to stress-free, super-efficient network management!

The Globalgig Difference:

- **Business Services framework:** Focus on your site-level user experience. A holistic view shifting from device-centric to service-centric insights and management.
- **Drive intelligent decisions:** Shift away from the noise of frequent, unqualified notifications to streamlined intelligence. Triage network performance based on comprehensive information, all in a single incident ticket.
- **Drill down into escalations:** Receive comprehensive ticket data, including point-in-time availability, health and risk assessments, as well as visibility for individual network components contextualizing and correlating performance.
- **Fine-tune your network:** We proactively troubleshoot and fix issues seamlessly, avoiding service-impacting outages while ensuring you have complete visibility along the way.
- **Comprehensive managed network services, one partner:** Enjoy a single portal view and one point of contact for your entire network, with seamless service across your global carriers and hardware partners.
- **Integrated device support:** Receive complete support based on business requirements, including ongoing device maintenance, firmware upgrades, and software patches.

Eliminate the noise and transform your network from device- and circuit-centric monitoring to comprehensive, service-centric management.

Service Advantage Team

As networking is critical to business operations, every second of downtime equates to lost revenue and productivity. That's why you need the power of our Service Advantage Team.

Benefits

- A team dedicated to Premier-Tier, SD-WAN Managed Services customers
- Direct access to Tier-3 engineering staff for technical support and trouble resolution
- Staffed by experienced network engineers who know your network
- Dedicated resources for escalation
- Personalized support for your customized solution
- Enhanced reporting as defined within Managed Network Services

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SD-WAN and Wireline Service Tiers

Proactive Wireline Circuit Monitoring & Ticketing

	Fundamental	Plus	Premier
Proactive monitoring, notification, and trouble resolution	✓	✓	✓
Real-time dashboard	✓	✓	✓
Historical reporting	✓	✓	✓
Circuit inventory	✓	✓	✓
Circuit availability metrics	✓	✓	✓

Business Service Insights & Hardware Monitoring

	Fundamental	Plus	Premier
Business Service monitoring framework eligibility		✓	✓
Ticket correlation/enrichment		✓	✓
Hardware availability metrics		✓	✓
Hardware health metrics ⁵		✓	✓
Hardware inventory		✓	✓

Management, Priority Support & Resiliency

	Fundamental	Plus	Premier
Configuration/moves, adds and changes			✓
Proactive firmware updates, patching, vulnerability management, and RMA ¹			✓
Liaison for vendor technical assistance			✓
Direct access to Service Advantage Team ⁶			✓
Wireless out-of-band management capability			✓
Enhanced MTTR SLA			✓
SD-WAN site-level SLA component eligibility			✓

4G / 5G / LTE / Low-Earth-Orbit (LEO)⁴ Service Tiers

Proactive Wireline Circuit Monitoring & Ticketing

	Fundamental	Plus	Premier
Proactive monitoring, notification, and trouble resolution	✓	✓	✓
Real-time dashboard	✓	✓	✓
Historical reporting	✓	✓	✓
Hardware inventory	✓	✓	✓
Hardware availability metrics	✓	✓	✓
Hardware health metrics ⁵		✓	✓
Business Service monitoring framework eligibility		✓	✓
SD-WAN site-level SLA component eligibility			✓

Business Service Insights & Hardware Monitoring

	Fundamental	Plus	Premier
Configuration/moves, adds and changes			✓
Proactive firmware updates, patching, vulnerability management, & RMA ^{2,3}			✓
Liaison for vendor technical assistance			✓

¹ Includes in-warranty devices rented or sold outright to customer by Globalgig, or pre-approved, in-warranty, customer-provided devices.

² Includes in-warranty 4G/5G/LTE devices rented or sold outright to customer by Globalgig, or pre-approved, in-warranty, customer-provided devices.

³ Includes in-warranty LEO devices rented or sold outright to customer by Globalgig.

⁴ Premier Tier MNS required for all Low-Earth-Orbit ("LEO") Services.

⁵ Where available

⁶ Globalgig SD-WAN customers only

