Managed Network Services

Delivering an agile and scalable end-to-end network management to improve application performance and network operations for an enhanced user experience and productivity.

What is Managed Network Services?

Telstra offers a fully managed end-to-end network infrastructure and services that can help your business increase productivity and cost efficiencies, gain greater control and visibility into your network, and future-proof your network environment.

Designed to free you from the hassle of building, managing all the layers of complexity and maintaining your network on your own, Telstra Managed Network Services (MNS) provide you with the freedom to focus on your core business while leveraging the latest network technologies.
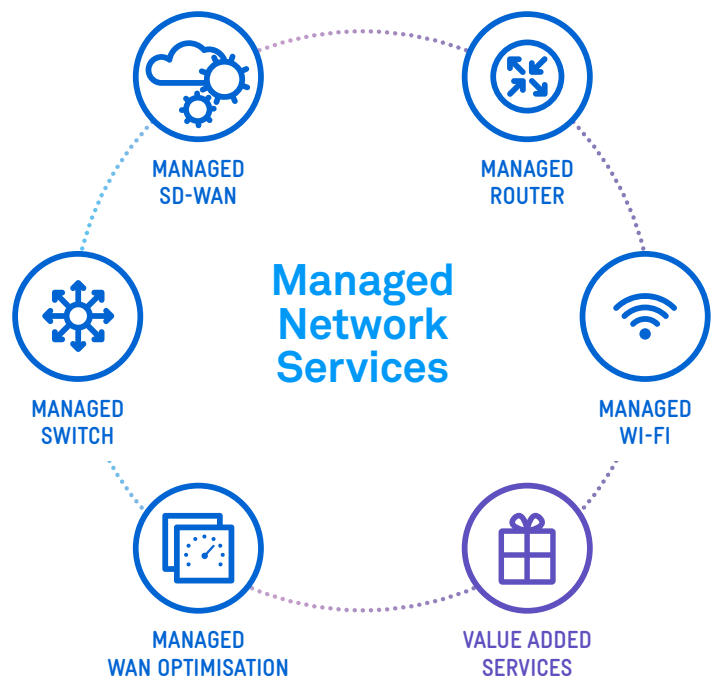
Our MNS portfolio includes: Managed SD-WAN, Managed Router, Managed Switch, Managed WiFi, Managed WAN Optimisation and more.

How it works

Telstra provides a single point of responsibility for project management, detailed service design, ordering, provisioning, activation and maintenance of your network infrastructure and services.

Our large Australian base and strong relationships with suppliers and distributors across the globe provide you with efficient remediation and service delivery. We provide scalable, agile and flexible delivery of services globally with a range of service tiers, including 24/7 proactive service management to help ensure your applications run at peak performance.

You'll also have easy access to network and infrastructure performance reports through our customer portal, providing visibility of network availability, usage trends and performance – just as if you were managing your own network.

Managed Network Services diagram:
- MANAGED SD-WAN
- MANAGED ROUTER
- MANAGED WI-FI
- VALUE ADDED SERVICES
- MANAGED WAN OPTIMISATION
- MANAGED SWITCH

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Benefits	Features
Freedom to focus on your core business Delivered and managed by highly qualified and experienced staff, Telstra's MNS provides an end-to-end network management service, including reliable network connectivity, proactive monitoring and management of Customer Premise Equipment (CPE) as well as 24x7 support. This frees you from the need to spend time and resources on building and maintaining your network, allowing you to focus on your core business instead.	**Best of breed technology and innovation** We offer agile and scalable, cloud-based MNS technology including Managed SD-WAN and bespoke consultancy services and solutions. Our continued investment in best of breed tools, management techniques, and next-generation technology means you can innovate rapidly, tailor your solution, efficiently manage and maximise the value of your network investment.
Greater cost control and financial efficiency Lower your total cost of ownership with an OPEX-based service model that helps you avoid upfront capital investments, freeing up more resources for critical areas of your business. With Telstra managing your network for you, the expenditure on IT services and support can be reduced as there's no need to provide on-going training. IT resources can instead focus on value-added activities such as driving IT as a strategic asset for the business. You can also save on hardware replacement, installation, implementation and maintenance costs.	**Highly experienced global support and network analysis** Our experienced account and service delivery teams understand the importance of your network and will work with you design and build your networks to provide simplicity and mitigate risk. In addition to our customer service help desk, we also provide on-site support governed by agreed service levels.
Peace of mind Enjoy peace of mind with service availability and incident response governed by stringent service levels, giving you assurance of quick restoration. With our best practice processes and local support capabilities, we help to provide high end-user experience to your people, allowing them to deliver greater value to your business and customers.	**24x7 proactive service management tier is available** There's a range of service tiers available to suit your requirements and if you select proactive management, we will monitor and manage your network devices 24x7 on a proactive basis, as well as managing incidents and alarms.
Future-proof your network With Telstra MNS, organisations will no longer need to fear about technology obsolescence and the need for ongoing technology refreshes. Telstra adopts the latest technologies, lowers the risk of technology deployment and future-proofs your network environment. Gain access to the latest technology innovations and thought leadership, with options to optimise your network through SD-WAN integration, Cloud Solutions and Professional Services.	**Stay in control and make better network decisions** Using our online customer portal, you can get access to a number of network performance reports, providing insights into network availability, usage trends and performance. With these insights, CPE and performance issues can be quickly addressed.

Contact your Telstra account representative for more details.

Australia

📞 **1300 telstra** (1300 835 787)

🔗 **telstra.com**

International

📞 **Asia** +852 2827 0066   **Americas** +1 877 835 7872   **EMEA** +44 20 7965 0000   **Australia** +61 28205 5134

🔗 **telstraglobal.com**   ✉ **tg_sales@team.telstra.com**