

Telstra **Managed Data Networks** is the simple and cost-effective answer to the growing risk, cost and complications of in-house management. It can provide end-to-end management* of your network through our deep solutions expertise gained from managing critical network environments. This unique capability assists you maximising network performance and improving the experience of using centralised applications. **Managed Data Networks** also provides a platform to optimise your ICT strategy and exploit new technologies.

Our **Managed Data Networks** solutions are scalable and can be customised to suit your needs, while our economies of scale can reduce total cost of ownership. We offer a range of solutions that can integrate easily with your current service. In addition, Telstra's expert management allows you to realign your IT resources to more strategic activities and focus on core business. It is a powerful combination designed to assure you of optimal operations while helping you innovate rapidly, compete more effectively and maximise the value of your network investment.

* Please note, Telstra will not manage our competitors' data networks

Improve business performance

Managed Data Networks can improve both network operations and application performance, helping to enhance productivity, collaboration and customer service.

Better management and visibility

Four tiers of management with inbuilt flexibility enable you to customise the management level for each site. The Proactive Management tier offers complete visibility from the core network to our devices, with enhanced, integrated reporting and alarming. When deployed with Telstra SLA Premium we can offer customised, enhanced SLAs for the end-to-end management of your total service including Telstra data carriage.

Improve financial outcomes

Replace capital expenditure with a consistent operating cost that leverages our economies of scale. Telstra can optimise the management of your equipment lifecycle and provide expert resources, tools and systems, saving you the expense. You can also reduce the time and cost of managing multiple vendors.

Simplicity and flexibility

Managed Data Networks offers simple service tiers, as well as bundled offers using different technologies from leading vendors. You can easily customise services, gear them up or down, or add optional services as required with minimal risk and delays.

Enhance security

Telstra offers a range of security options to suit the level of protection you need at each site. For greater protection, we offer government-grade security that complies with the Defence Signals Directorate 'Protected' level of certification. This provides IPSec encrypted, site-to-site and management links and management servers hosted in an ASIO T4 rated facility.

Minimise business risk

Choose a management option that suits the importance of each site to optimise operations and minimise risk in a cost-effective way. We also offer design consultancy and can recommend and implement network configuration and dimensioning. This will help you develop low-risk strategies, and assess the impact of introducing new business applications or technologies.

Focus on core business

With Telstra providing day-to-day operational support, both in our Operations Centre and on site, you can reduce the burden on IT staff and allow them to concentrate on activities that deliver greater value to your organisation.

Experience the Telstra Difference

- *Scale*: Only Telstra can manage a customer network environment with the scalability, reach and agility required to innovate rapidly, compete more effectively and maximise the value of your network investment.
- *Visibility*: Managed Data Networks provides a unique, single interface to our powerful Telstra Next IP™ network and Next G™ network. Only Telstra, through our end to end network visibility, can deliver performance and reliability of your network solutions in a low-risk, day-to-day operation.
- *High security*: Telstra has the only Australian networks with ISO 27001 security certification.
- *A platform for growth*: Telstra's Managed Data Networks offers a platform for business growth in the future providing access to new and emerging ICT capabilities like Unified Communications, security and cloud-based computing.
- *Experience and capability*: We offer access to deep network and solution expertise, extensive industry accreditations, advanced technologies from leading vendors and work to best practice methodologies.
- *Commitment*: We make significant ongoing investments in our networks and solutions and have a clear roadmap for improvement.
- *A single source of expertise*: Telstra offers wide experience, innovative services, advanced technologies and world-class infrastructure in complete and integrated solutions from one point of contact.

Proactive Managed MDN Bundle

Provides proactive monitoring and alarming, plus response, diagnosis and repair. This service suits mission-critical sites.

Both MDN Bundles offer:

- 24/7 service coverage, 365 days a year, based on either a 12, 24 or 36 month term
- Router or LAN Switch components bundled into a single monthly payment with no up-front fees
- Choice of Cisco and/or Juniper routers and switches
- Full design and commissioning services with professional on-site installation
- Four-hour (where available) device maintenance replacement
- Monthly activity reporting

In addition to monthly activity reporting, the Proactive Managed MDN Bundle includes Online Reporting plus the option of Written Analysis Reporting.

Customise your Managed Data Networks solution

Tailor your Managed Data Networks environment from our extensive solution portfolio to meet your changing business needs. Each solution offers options for management functionality, reporting and analysis to cater for mission-critical and less critical business needs. Our solutions include:

- *Managed Router*: The core Managed Data Networks service provides the configuration flexibility and tight integration with Telstra's data carriage to ensure optimal wide area network performance
- *Managed Switch*: Extends the Managed Router service into your LAN for improved visibility and control
- *Wireless WAN*: An integrated managed solution using accredited wireless CPE and the Telstra Next G™ network for access across your wide area network
- *Wireless LAN*: An extension or alternative to a wired LAN in a building or campus
- *WAN Optimisation*: Lets you accelerate application and network performance and reduce redundant WAN traffic
- *Branch Office IT Consolidation*: A suite of complementary Managed Data Networks professional and managed services that enable customers to centralise their branch office infrastructure by deploying WAN Optimisation technology.
- *Data Centre Optimisation*: Extends the Managed Data Networks service into your Data Centre using high-speed switching and load balancing
- *Proactive Secure*: A highly secure Managed Router and/or Switch solution delivered by Defence Signals Directorate (DSD) cleared staff from ASIO T4 compliant facilities
- *Application Visibility and Usage Reporting*: An online reporting service that displays data in near real time from your Managed Data Network devices for greater insight into network performance, especially at the application layer

- *Online and Written Reporting Services:* Provides a number of online performance reporting solutions backed by a written reporting service that can assist you to interpret the online data and make recommendations.

Enjoy end-to-end management of your solution

By combining managed Data Networks and SLA Premium, Telstra can provide enhanced SLAs that you can customise for the end-to-end management and assurance of your service inclusive of Telstra data carriage.