Infrastructure Management Services

Does your IT infrastructure support operational excellence, resiliency and cost containment? Are you faced with network availability, security, device management and multi-carrier challenges? Virtela can help.

CHALLENGE

DELIVERING A RESILIENT IT INFRASTRUCTURE

Monitoring and managing a global IT network and security infrastructure is no small task. Managing the infrastructure efficiently reduces operational costs and frees up scarce resources for strategic projects. Staying ahead of network and security issues before they impact your core systems and customers is imperative to business continuity and profitability. However, the distributed enterprise is challenged:

- Global infrastructure management demands significant IT time, a sizeable budget and skilled resources around the globe
- As your infrastructure grows, performance, security and regulatory compliance are harder to manage
- The status quo for addressing network and security issues becomes reactive instead of proactive
- Having multiple network service providers adds complexity to problem resolution, increasing your financial and reputational risk

The bottom line? Customers, service levels and company success are at stake.

SOLUTION

SMARTER IT, SMOOTHER OPERATIONS

Virtela will partner with you to manage all or part of your IT network and security infrastructure. Virtela IT Infrastructure Management services—part of our end-to-end suite of enterprise networking and virtualized IT services with full lifecycle support—are available in more than 190 countries and include:

- LAN and WAN
- Data Center
- UC/IP Telephony
- Security
- Video

Skilled engineers in the Virtela Global Operations Centers leverage the Virtela Predictive Network Analytics platform to provide 24×7 modeling, monitoring and management of Virtela IT Infrastructure Management services. Meaningful, actionable infrastructure data is available to you 24×7 via the VirtelaView customer portal. You also have direct access to Virtela operations and engineering teams, unlike traditional service providers.

HIGHLIGHTS

ROI
Reduces opex costs by approximately 30%

Resolution
Resolves 95% of network and security issues proactively via Predictive Network Analytics

Performance
Achieves 5X reduction in downtime for global IT infrastructure

Simplicity
Provides a single point of contact for assessment, monitoring, management and support

Flexibility
Rapidly adjusts the network to support business demands

BENEFITS

NETWORK OPTIMIZATION

By leveraging the Virtela Predictive Network Analytics platform to deliver our network and security infrastructure management services, we offer critical performance monitoring and auditing capabilities that optimize enterprise networks. Virtela IT Infrastructure Management services:

- Reduce downtime
- Decrease opex costs
- Help you maintain compliance

With Virtela Predictive Network Analytics, the Virtela team proactively diagnoses over 95% of potential network and security issues and quickly resolves them before they impact network health.

Virtela goes above and beyond the service guarantees of other IT service organizations, replacing Mean-Time-to-Repair (MTTR) with *actual* Time-to-Repair (TTR) SLAs. Virtela's exceptional service levels enable your IT organization to enhance the services delivered to customers and users globally. Virtela can improve network uptime by 5X and provide your end users quicker, more consistent access to data, voice and video applications.

STREAMLINED IT AND BETTER CONTROL

In addition to optimizing your network, offloading the operations and management of key IT network and security infrastructure and processes to Virtela gives you more control of your global infrastructure and IT budget. Through a centralized management platform, Virtela consolidates:

- Infrastructure monitoring and management
- Network discovery
- Inventory management and auditing

Virtela serves as a single source for 50+ technology providers. Virtela manages a wide array of network, security, application acceleration and other infrastructure and devices, whether they're located at your headquarters or branch offices, or in a private or public cloud.

Virtela eliminates the contract, billing and support complexity of working with many different service providers, simplifying your global IT management strategy with a single point of contact. The VirtelaView customer portal further streamlines IT operations by giving you end-to-end visibility into your Virtela services. You'll gain deeper insight into everything from access control and enterprise-wide network devices to the potential impact of network configuration changes.

TAKEAWAY

TRANSFORMING YOUR BUSINESS

Eliminating the need for dedicated internal network and security experts and the complexities of managing a growing global infrastructure can reduce your opex costs by approximately 30%, which you can redirect for business innovation and growth. With Virtela IT Infrastructure Management services, you can better support your global sites and teams while freeing up critical IT resources to focus on the projects that matter most.

> " *Virtela's global network, expertise and proactive management are pivotal in helping us grow the company and add sites at a rapid pace. We are adding two to three sites each year and our ability to accomplish this without adding staff is phenomenal.* "
>
> — **Bob Andreini**
> Global Director of IS/IT,
> Measurement Specialties

DID YOU KNOW?

Virtela's IT Infrastructure Management Service is getting noticed:

2013 Fierce Innovation Award for Virtela IT Infrastructure Management • 2013 Communications Solutions Product of the Year Award for Virtela IT Infrastructure Management • 2012 American Business Awards Best New Service for Virtela Predictive Network Analytics Platform • 2012 Global Telecoms Business Quality of Service Innovation Award for Virtela Predictive Network Analytics Platform

+1.866.261.4607 • info@virtela.net • www.virtela.net