Product Brochure

Singtel Managed Network Services

Eliminate network complexity with a managed end-to-end service

Singtel Managed Network Services helps enterprises to simplify connectivity and ensures that their networks deliver the efficiency, resilience and agility needed for digital transformation and business continuity.

Singtel Managed Network Services

Enterprise Challenges

Network infrastructure plays a critical role in enabling digital transformation and ensuring business continuity. This was evident during the COVID-19 crisis when enterprise networks had to support work-from-home and digital initiatives to continue operating through the pandemic.

Managing this infrastructure can be a huge drain on internal resources as endpoints multiply and networks become more and more complex. This is exacerbated by the fact that most enterprises do not have the full set of capabilities needed to set up, manage and actively monitor their digital infrastructure.

In view of this, more and more companies are opting to outsource their network to a trusted service provider.

Singtel Managed Network Services

Singtel's Managed Network Services helps enterprises to better manage their networks and address the connectivity needs of digital transformation, whilst reducing capital and operating expenditure on infrastructure.

Features

Comprehensive coverage
- Encompasses wide area networks (WAN), local area networks (LAN) and wireless LANs (WLAN).
- Choice of network monitoring tools from remote enterprise agents to provide deep visibility via agents distributed in vantage points to centralise remote management service to provide in-depth visibility and performance insights via a single pane of glass

One-stop service
- Single point of contact for solution consultation, design and deployment, hardware provisioning, network monitoring, and equipment and software maintenance.
- Ensures reliable network connectivity
- Includes technology refresh and solution enhancement to address new business requirements
- Flexible support options including on-site, remote and help desk.

Access to a wide choice of vendor solutions
- Provides enterprises with access to a wide range of innovative, fit-for-purpose technologies and tools.
- Ensures that networking solutions are aligned to business needs

Key service features

Flexible service tiers
- Three service tier options to meet business service requirement.

Service tier	Features	Target audience
Essential Basic network and service assurance solution	• Provides surveillance on on-premises equipment availability and underlay network connectivity • Network configuration backup and data retention for up to 1 year • Online self-help portal for network monitoring	Smaller businesses with less network complexity and limited IT resources
Enhanced Upgrade path as network utilisation and complexity grows	• Includes all features of the Essential service tier • Deeper reports on interface availability, bandwidth utilisation and CPU/memory utilisation • Root-cause analysis	Mid-sized businesses with more sophisticated networking and support requirements
Comprehensive Full management suite covering multiple services running on a shared critical infrastructure	• Includes all features of the Enhanced service tier • Service level agreement for IP traffic (jitter, packet loss and latency) • NetFlow analysis of top talker applications per device and per site • Lifecycle management with notification of device Operating System (OS) firmware releases and remote upgrades	Large businesses with high service level agreement (SLA) and mission-critical requirements

Procurement made simple

Sourcing of managed service is now simpler with a comprehensive service catalogue

(1) Select the network you are looking for	**(2)** Select the network monitoring tool	**(3)** Select the service assurance tier
• WAN • LAN • WLAN	• Network Intelligence-as-a-Service • Remote Management Service • Network Monitoring Service	• Essential • Enhanced • Comprehensive

Benefits

End-to-end service for improved user experience
- Delivers peace of mind with end-to-end service encompassing network monitoring and notification, network operations and performance optimisation.
- Improves user experience with better application and network performance

Cost efficiency
- Optimises network expenditure with flexible subscription plans
- Eliminates up-front capital spending on networking equipment and the need to train and maintain specialist skills in-house
- Delivers savings of up to 25%[1] of their IT budget on equipment replacement, installation and maintenance.

Resilience in the face of crisis
- Delivers service assurance with 24/7 support and proactive network monitoring and management
- Enables rapid problem resolution with a proven track record in reducing mean time to repair
- Comprehensive service level agreements are backed by operations and controls that are endorsed by an external auditor

Agility to support digital transformation
- Ensures that the network is future-proof with timely technology refresh
- Provides first-hand access to latest technologies through our extensive network of partners and brands
- Enables rapid integration of new technologies for optimal network performance and user experience

Why Singtel

Established track record
- Extensive experience in designing, integrating, and operating networks for government agencies and private enterprises.
- Deep networking expertise with industry-certified networking and IT professionals
- Strong capabilities in related areas such as managed security, hybrid cloud, cloud transformation and communications engineering.

Global partnerships
- Strategic partnerships with global vendors
- Early access to new products and technology innovation

Strong connectivity
- Industry-leading network infrastructure with embedded monitoring and path visualisation capabilities[2]
- Robust operational integration with several national providers in the Asia Pacific (APAC) region[3]
- Strongly positioned to address high-bandwidth and low-latency services with extensive APAC region subsea cable network and out-of-region cables[4]

[1]Cisco Guide to Buying Managed Network Services (Cisco)
[2,3,4]Magic Quadrant for Network Services, Global (Gartner, February 2020)

About Singtel

Singtel is Asia's leading communications technology group, providing a portfolio of services from next-generation communication, technology services to infotainment to both consumers and businesses. For consumers, Singtel delivers a complete and integrated suite of services, including mobile, broadband and TV. For businesses, Singtel offers a complementary array of enterprise mobility solutions, data hosting, cloud, network infrastructure, 5G, IoT, analytics, robotics and cyber-security capabilities. The Group has presence in Asia, Australia and Africa and reaches 700 million mobile customers. Its infrastructure and technology services for businesses span 21 countries, with more than 428 direct points of presence in 362 cities.

Awards

DC MarketScape: Asia/Pacific Next-Gen Telcos: Telecom Services 2020 Vendor Assessment
Singtel Named a Leader

Carrier Community Global Awards 2020
Best WAN Solution Provider

Telecoms World Awards 2020
Best Enterprise Service – Singtel Software-Defined Network

Asia Communication Awards 2020
Best Enterprise Business Service – Operator (Singtel Software-Defined Network)

Asia Communication Awards 2020
Cyber Security Award

Frost & Sullivan APAC ICT Awards 2020
SG IOT Service Provider of the Year

For more information www.singtel.com/managednetwork