

Managed Networks



Managed Networks service helps you increase productivity, lower costs, and remove the complexity of managing your network.

Successful companies need reliable and powerful networks that boost business performance and provide essential security for the entire organization. However, many businesses struggle with network management and security due to a lack of time, resources, expertise, and training. Outdated or misconfigured network components can cause bottlenecks as well as costly downtime and open up vulnerabilities for hackers.

A solution to common struggles

Managed Networks service combines human expertise with today's most powerful technology to create a better and more secure user experience across the entire network, allowing businesses to thrive. TPx can complement your team and deliver end-to-end management of your network infrastructure, giving you peace of mind that comes from knowing you have a reliable, high-performing, modern network backed 24/7 by the experts at TPx.



Increased performance and productivity



Security and compliance



Peace of mind and always on — 24/7/365



Reduced IT costs



Simplified management and billing



Expert network specialists

Managed Networks combines human expertise with today's most powerful technology to create a better and more secure user experience.

Features

Managed Networks provides the components that businesses value:

- 24/7 Monitoring and Alerting
- Troubleshooting
- Configuration Deployment/Management
- Backups/Disaster Recovery
- Firmware Upgrades
- Hardware Assurance
- Licensing/Inventory
- Certified Vendor Expertise from market-leading hardware partners

Benefits

Increased performance and productivity.

A high-performance network helps ensure everyday operations run with better speed and efficiency. Greater network uptime with prioritized traffic and reduced IT costs means employees are more productive and can spend more time on strategic business goals.

Security and compliance Our security experts provide a properly designed and configured network, allowing you to take advantage of secured encrypted traffic and network segmentation, making your business less prone to cyber attacks. TPx can help you with your compliance needs as well.

Peace of mind and always-on — 24/7/365 A network slowdown or outage can stop a business in its tracks. TPx monitors your network equipment 24/7/365 to make sure it is running properly and troubleshoots and resolves issues quickly, even overnight.

Reduced IT costs No need to hire expensive and hard-to-find IT professionals you have to continuously invest in, so that they stay current on the newest technologies — only to have them leave. TPx augments your existing IT staff for a fraction of the cost and frees them up to focus on revenue-generating projects instead.

Simplified management and billing All of your IT issues and billing across multiple sites, multiple ISPs and multiple devices is handled with a single phone call or email and a single bill. Replace that costly legacy MPLS network with secure networking devices managed by TPx.

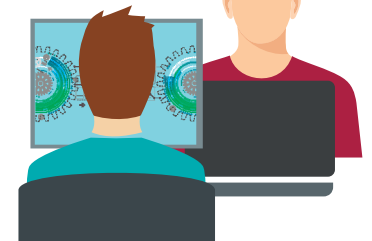
Expert network specialists Finding and hiring a staff of trained and certified network specialists is a challenge for businesses. Because of this, IT staff is often asked to perform a variety of functions from desktop support to network security, which doesn't allow them to focus on any one area. Our Managed Service team is made up of experts in all areas that we support so we can provide the in-depth attention your network systems require.

Multiple Service Levels

You choose the level of support that fits your needs. You can leverage full Optimum support where we handle everything or Core support where TPx configures, deploys, and licenses the solution and you manage it and call us if you need help.



Optimum Support



Core Support

Why TPx?

- We provide a cost-effective, enterprise-grade service
- Our experts become your team members
- Superior support in multiple support centers available 24/7
- Extensive experience — TPx brings its carrier network DNA to your local network
- Every service is customized for the needs of our customers
- Easily turn-on a new service
- Use our superior network or go over the top of any carrier — all with guaranteed performance since we can manage the delivery
- One-stop shop for everything your business needs from internet connectivity to UCaaS to management of all your IT resources

Installation Options

Professional on-site and remote installations options available.

SD-WAN/Firewall

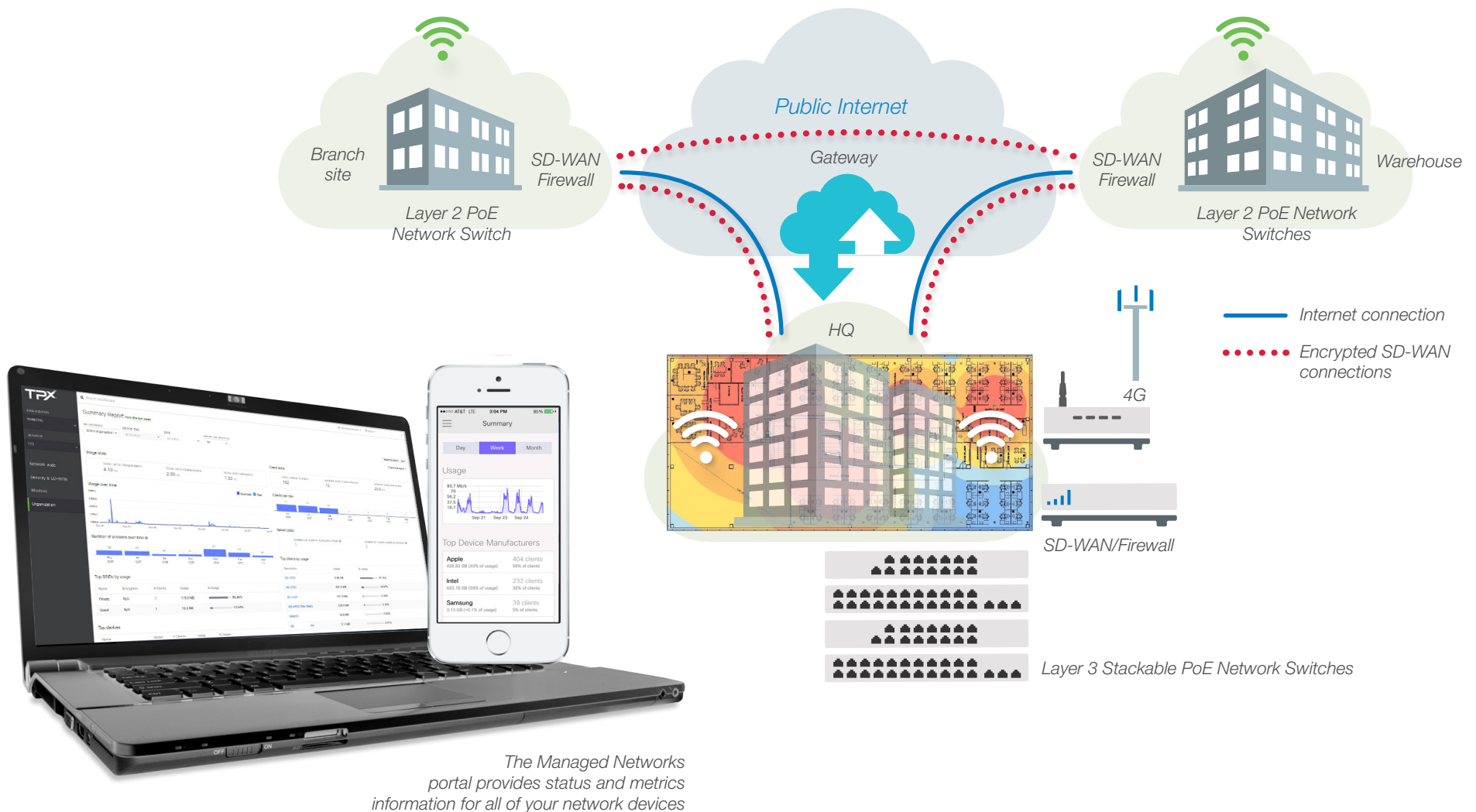
Out-of-date routers, firewalls, and expensive legacy MPLS networks can hold back businesses by driving up costs, limiting performance and exposing your network to advanced threats. New software-defined networks (SD-WAN) along with next-generation firewalls (NGFW) with advanced security features can combat today's newest threats and provide cost savings by replacing old technologies and providing network visibility and control like never before.

Network Switches

Legacy network switches are often outdated and lack the speed today's businesses need. TPx can help your business with the latest switch technologies, which have advanced troubleshooting and reporting capabilities along with redundant power and stackable features, giving your business the fastest and most reliable network possible and boosting your productivity.

Wireless LAN

With the exponential increase in wireless devices, legacy Wi-Fi networks are struggling to keep pace. A new or updated managed wireless LAN solution from TPx can help increase productivity by allowing your employees to work more freely and on more devices while providing security and control.



Available Features

		Core	Optimum
24/7/365 Support	Providing anytime remote support	■	■
24x7 Monitoring	Calls to the managed device to determine its status, and TPx specialists are informed of availability problems as they develop. In the event an outage has been confirmed, a trouble ticket is created, and a specialist will be notified to begin troubleshooting. The status of all system health tickets will be available through TPx ticketing system (DASH). All support SLAs are per the Managed Services Addendum. Customers may be responsible for hosting a small monitoring agent on their network.		■
Configuration Management	Customers may submit change requests via telephone, email, or TPx ticketing system. All change requests will be verified to ensure only authorized contacts requests are implemented and the identity of the authorized contact is verified. Change SLAs are per the Managed Services Addendum	+	■
Configuration Backup	Maintaining a current hardware config for the managed device	■	■
Firmware Research and Upgrades	Firmware is researched for standard implementations, approved, and deployed at predetermined maintenance windows as agreed to with a customer to address concerns or to enable new features	+	■
Hardware Assurance/Equipment	Replacement of TPx provided device in the event of equipment failure. Assist customers with equipment replacement if the customer has provided their own equipment and there is a current support contract. Not responsible for equipment replacement on customer-provided equipment with no support contract.	■	■
Troubleshooting	Troubleshooting and remediation of network issues related to the alerting or configuration of the managed equipment	+	■
Product Licensing	Maintain the support/service licensing for the managed equipment for the duration of the customer's service contract. Additional service options for licenses may be available for an additional charge. If a customer is providing their own hardware, they may decline this licensing feature as part of their service, and TPx will no longer be responsible for licensing, including license renewals. Failure to properly renew a license may result in a service disruption.	■	■
Administrative Portal	Provide access to the device's management portal where the customer may view key information about the performance of their device	■	■
Device Reporting	Available summary reports sent to the customer upon request	+	
DASH Portal	Access to the TPx DASH portal provides the customer with the ability to open tickets and see the status of tickets	■	■

Included — monthly cost ■ Available — time & materials cost +