

# Fact Sheet

## Managed Network Services

A wide range of flexible, scalable, carrier-grade packages and options

Fujitsu Managed Network Services bring carrier-grade quality and reliability to your network, and give you the peace of mind that comes with dependable protection. All services are scalable and provide multi-tenant support for multiple network projects. These services provide revenue-generating and operations services from our world-class, US-based, geographically redundant Network Operations Center (NOC). These 24x7x365 global services are available in several types of package, plus value-added options.

### Service Packages

Managed Network Services is a portfolio of services and management capabilities for a wide range of infrastructure devices, from servers to routers to IoT devices. Several package types are available:

- Event Management
- Fault Management
- Fiber Assurance Monitoring
- Pre-Engineered Provisioning
- SD-WAN-as-a-Service

Other services can be quoted upon request.

### Event Management Package (Monitor and Notify)

Fujitsu NOC management systems monitor your networks and device infrastructure 24x7x365. Our technicians detect, assess and direct any alarms, conditions and alerts that arise. From servers, routers, switches, gateways, access devices to IoT devices like sensors, smart devices, and IP cameras, we make sure everything is in good running order.

This service covers events reported by management system(s), circuit operations, or customers. The systems also correlate events to help identify the likely problem and deliver notifications when action is required. Customizable reporting is also included in the service, to ensure availability of adequate and appropriate metrics. You retain responsibility for traffic restoration and problem resolution.

### Fault Management Package (Monitor, Notify and Troubleshoot)

A Fault Management package provides the same services as Event Management, and our engineers take action to correct issues and restore traffic. Fault Management includes the following services in addition to those provided under Event Management:



- Remote break/fix to restoration
- Problem management
- OEM maintenance support
- Third-party management

### Fiber Assurance Monitoring

This service provides 24x7x365 monitoring for alerts of fiber cuts or reductions in light levels. Fujitsu NOC engineers identify the location of the problem and dispatch technicians to perform corrective action. Average outage time is significantly reduced, lowering both revenue loss and mitigating any QoS penalties. Fujitsu can monitor dark fiber, active fiber or passive optical networks. A remote test unit (RTU) can monitor up to 99 miles (160 km) of fiber cable. Active fiber monitoring is non-intrusive.

### Pre-Engineered Provisioning

Pre-Engineered Provisioning provides a fully managed service to handle your routine provisioning workload. The Fujitsu NOC team implements your pre-engineered requests for Moves, Adds, and Changes (MAC) to the managed network. All MACs are categorized by complexity and are performed remotely from the Fujitsu NOC facility. All MAC requests are for currently managed network devices, circuits, termination points, routing tables, and proxies. Requests for adding devices to the managed network are supported through our standard change control request process and managed as a project.

# Customizable to Suit Your Needs

## SD-WAN-as-a-Service

The Fujitsu SD-WAN-as-a-Service is a revenue-generating turnkey solution that you can quickly bring to market to address current customer and market demand for SD-WAN.

SD-WAN-as-a-Service enables you to offer a high-value service to enterprise subscribers, while reducing risk and investment with a monthly subscription. This managed service features:

- Zero-touch provisioning
- Quality of service (QoS) and application security policy management
- WAN optimization with best-in-class SD-WAN technology

The SD-WAN-as-a-Service supports encrypted connectivity over any type of wired or wireless WAN including Internet, MPLS VPNs, Wi-Fi, LTE and 5G. The service speeds delivery, cuts operational costs, and scales from small to large enterprise customers and government entities.

## Value-Added Services

Fujitsu offers several value-added services that allow customization of a Managed Network Services package to suit your needs.

### Electronic Bonding of Ticketing Systems (eBonding)

Electronically bonding (eBonding) the Fujitsu ticketing system with your ticketing system speeds notification of identified issues. The service allows near-real time notification of issues and status, and tracks restoration processes between Fujitsu and your management and support teams.

### Engineering Support

Services include circuit additions and deletions; group configuration changes; bandwidth changes; customer service deliverables; circuit routing; and any network or device planning functions required within the managed network. We also provide comprehensive, up-to date records including Design Layout Records (DLR), Circuit Layout Records (CLR), as well as Capacity Management and Circuit Resource Management support.

### Hardware Replacement

With established global depots, Fujitsu can deliver covered parts within a four-hour or next-business-day timeframe to assist in trouble resolution. Warehoused parts can be either Fujitsu-owned and managed, or customer-owned and Fujitsu-managed. Fujitsu can also work with the OEM for RMA processing to replenish the depots.

## Onsite Maintenance (OSM)

Fujitsu provides skilled personnel for onsite break/fix support for troubleshooting, isolating and resolving faults within the managed circuits, networks or network devices up to the first demarcation point from the managed devices. Services can be delivered with four-hour, next business day, or planned response times.

## Proactive Performance Management

This service provides online performance monitoring of managed devices. The service includes establishing baselines, collecting statistics, creating and maintaining a historical database, and monthly report of metrics and trends.

## Remote User

Remote User access provides a single, remote access account to view your network, utilizing Fujitsu network management tools capable of providing multi-tenancy access. Remote access is controlled by a secure, two-factor authentication portal to the Fujitsu NOC monitoring applications supporting multi-tenancy capabilities. Remote Users are limited to read-only access.

## Routine Preventive Maintenance

This service is an essential part of the ongoing care and upkeep of your network and devices within it. Fujitsu will periodically schedule maintenance programs to clean equipment filters, maintain current software releases, identify potential network issues, and assure continuous network operation.

## Proven Project and Process Management

With Fujitsu Managed Network Services, a named Service Delivery Manager (SDM) is assigned as your point-of-contact for administrative, process, and business discussions. The SDM conducts quarterly meetings with your management team to provide an operational retrospective, review ongoing network projects, discuss long-term plans, and consider network performance concerns.

## Count on Our Excellence in Managed Services

Fujitsu has a decades-long track record as a trusted advisor and partner to customers throughout the communications network industry, collaborating with them to get the best performance out of their networks. Our NOC is staffed with expert, multicertified technicians who keep a watchful eye on your network at all times and remain aware of risk-elevating conditions such as weather or major events. Let Fujitsu do the work of managing your network so you can do the work of serving your customers and growing your business.

## Fujitsu Network Communications, Inc.

2801 Telecom Parkway, Richardson, TX 75082

Tel: 888.362.7763

[us.fujitsu.com/telecom](http://us.fujitsu.com/telecom)