# MANAGED NETWORK EDGE

Organizations, IT teams, and their networks are stretched thin by multiple, rapidly evolving developments in network management. Increasing bandwidth needs, higher-speed connectivity, lower-cost wireless, and bring-your-own-device (BYOD) policies have created additional pressures. IT departments need to find new ways to meet network demands and optimize network performance while staying within budget.

CompuCom's Managed Network Edge provides a complete solution that monitors, manages, and maintains your enterprise network so that your end-user experience is consistent, reliable, and secure. Backed by best-practice services and state-of-the-art tools, our solution offers all of the features you require to deliver an optimal experience for your users.



Managed Network Edge maintains network reliability, availability, and performance while you focus on core business objectives.

**NETWORK MANAGEMENT**

**INCIDENT MANAGEMENT**

**CONFIGURATION MANAGEMENT**

**PERFORMANCE MONITORING AND REPORTING**

**CHANGE AND RELEASE MANAGEMENT**

## OUR SERVICES HELP YOU:

- Improve utilization and capacity to avoid network congestion

- Initiate immediate resolution of network issues regardless of problem source

- Leverage state-of-the-art tools to track and optimize network usage

- Stay informed with near-real-time status and single-point portal access

- Keep current with change and release options on manufacturer patches

- Increase end-user productivity with a consistent service experience

- Manage to your unique budget requirements and service level needs

## MONITOR, MANAGE, AND MAINTAIN YOUR NETWORK

With nearly 30 years of network management experience, CompuCom has become a trusted adviser to our customers. We've developed best-practice processes to assess your network needs, offer guidance, and provide the services to design, build, and manage a new network infrastructure that takes advantage of lower-cost alternatives.

Our experienced network engineers and Managed Network Edge specialists can employ our full suite of integrated solutions, including network

hardware procurement, configuration, staging, and implementation. With Network Operation Centers in Canada, India, Mexico, and the U.S., our solution delivers outstanding results to partners around the world. Our broad experience and technology-independent carrier relationships include managing a wide variety of network devices from major original equipment manufacturers (OEMs) such as Cisco®, Juniper®, HP®, Fortinet®, and other brands.

In addition, Managed Network Edge may be combined with cloud technology solutions, managed security or managed IP telephony for infrastructure, or even paired with end-user computing solutions and mobility solutions for even more impact.

With millions of satisfied end users globally and decades spent delivering innovative excellence, we can help your workforce achieve game-changing improvements in productivity.

*Anywhere, anytime, on any device, CompuCom is here to support your business success.*

# BENEFIT FROM UNPARALLELED PERFORMANCE

Last year, CompuCom met or exceeded our SLAs 100 percent of the time for:
*Time to notify the client*
*Time to refer the incident to the client or third-party resolver group*
*Time to resolve CompuCom-resolvable incidents*

| KEY FEATURES | BASIC | ADVANCED | PREMIUM |
|---|:---:|:---:|:---:|
| 24x7 Active Network Monitoring and Event Management | ✔ | ✔ | ✔ |
| Auto Incident Record Creation | ✔ | ✔ | ✔ |
| Fault Isolation and Event Triage | ✔ | ✔ | ✔ |
| Incident Management for circuit-related Incidents | ✔ | ✔ | ✔ |
| Maintenance of key network topology, operational procedure and notification / escalation rules documentation | ✔ | ✔ | ✔ |
| ITIL-Based Process Methodology | ✔ | ✔ | ✔ |
| Integrated ITSM Framework and Tools<br>— Auto-Discovery of Devices and Device Relationships<br>— Automated Event Correlation<br>— Automated Root Cause Analysis and Impacted Device Identification<br>— Automated Incident Routing and Escalation to Resolver Groups | ✔ | ✔ | ✔ |
| Comprehensive Reporting via Web Portal | ✔ | ✔ | ✔ |
| Low Risk, Structured Transition Process | ✔ | ✔ | ✔ |
| Incident Management for device-related Incidents | | ✔ | ✔ |
| Reactive Software and Configuration repair by Remote Access | | ✔ | ✔ |
| Coordination and Oversight of Hardware Repairs | | ✔ | ✔ |
| Network Performance Reporting | | ✔ | ✔ |
| Change and Release Management (device configuration, software updates, patches) | | | ✔ |

Learn more about CompuCom and our vision for connecting people, technology, and the edge with a seamless experience at compucom.com or call us at 1-800-350-8430.