

# Managed Networks

**24 HOURS**

**24 hours a day**

Datacentrix' Managed Networks team never stops. When something in your environment needs to be managed, it just gets done.

**SLA**

**Service Level Agreements**

are designed to ensure that work-stopping outages don't occur and that your network is available all the time.

**SEVERITY 1**

**Severity 1** incidents, once resolved, are immediately assessed via a formal root-cause analysis process – as a standard way of work.

**NOA**

**Network optimisation analysis** is a part of the Managed Network service designed to ensure that your network functions at its full potential or better.





**An optimally designed network forms the backbone of any healthy ICT infrastructure. Datacentrix runs multiple networks on behalf of customers based on best practices proven over an extended period of time. Our Managed Network engineering team will manage your network professionally and economically. We have the required toolsets, expertise, experience and appropriately skilled and certified resources to ensure that your ICT infrastructure functions more reliably to enable you to unlock the value of your IT investment.**

Managed Networks is a multi-disciplined solution that combines the skills of our monitoring, network management and event management (alerts and escalations) teams – culminating in the incident management responsibility via Datacentrix' Service Desk.

We are focused and committed to exceptional customer service, providing valuable insights into your network

performance, capacity and availability – in order to have access to critical information like trending, potential areas of congestion, which enable the team to make proactive suggestions or corrective action steps.

A partnership with Datacentrix means that we take responsibility for your network support function. Our specialists manage all aspects of your network equipment, which include the hardware and software, Internet access, email and remote connectivity.

Our network management services are geared for managing complex, multi-site networks, down to providing support for straightforward single location networks.

Our Managed Networks team professionally executes all aspects of recommended good practice in the field IT service management in the network arena.

From network monitoring to fault remediation, Datacentrix' engineers follow the original equipment manufacturer guidelines – whilst providing an enormous amount of intellectual property required for managing the complexities of internetworking and the various network standards in use today.

The Datacentrix Managed Network process includes:

**Threshold management:** Setting and managing normal operating limits or threshold values of network systems – configured and based on utilisation, duration and frequency.

**Monitoring:** Datacentrix monitors your network via our “always-on” network monitoring capability. The network monitoring systems automatically alert and report problem areas before they have a chance to develop into critical outages.

**Management:** Our management team practices proactive technology management, where prevention is the key. All serious faults or outages are analysed via formal problem management processes to eradicate reoccurrences permanently.

**Network optimisation analysis and forecasting:** We employ state-of-the-art analytical approaches encompassing statistical methods, constraint optimisation techniques, queuing models and network flow models.

**Severity 1:** Critical network incidents preventing normal operations, communications or transactions are deemed to be Priority 1. Datacentrix' Managed Networks team follows formal 'code-blue' processes to ensure downtime is kept to an absolute minimum.

**Service desk:** Highly skilled and qualified service desk personnel are trained to solve events and incidents quickly and effectively. The “always-on” service desk is also the hub that provides quick access to all certified engineering personnel tasked with solving network problems.

**Reporting:** Datacentrix captures vast quantities of data about your network activities and functions. This metric information is then analysed and interpreted to provide meaningful information via detailed reporting and associated dashboards with the main purpose of enabling informed decision making around network optimisation, etc.

### Why own your network?

Your ever-increasing communication needs in business demand greater bandwidth and enhanced performance. Employees must be able to efficiently and cost effectively communicate with geographically disbursed teams, remote workers, business partners and suppliers.

With Datacentrix' virtual private network (VPN) infrastructure, remote workers get the same functionality as their co-workers at head quarters and at branch offices. Your team is provided with easy access to the Web so that they can collaborate and communicate as if they were in the same location.

Datacentrix' VPNs deliver the attributes of a private network, providing enterprise-class scalability and reach across multiple IP-based infrastructures, along with many of the performance and security characteristics traditionally found only in dedicated private environments.

Datacentrix' VPN is a cost-effective networking solution that can leverage your existing IP network infrastructure.



**As your organisation grows and your network expands, Datacentrix has the ability to proactively monitor, manage, control and report on the health and behaviour of the network infrastructure. Our focus will be to enable a higher level of network maturity with a view to completely eliminate service interruptions and network down time, improve application and data performance, thereby helping to increase business productivity.**

## Technical data: Managed Networks

| Specification                          | Datacentrix                |
|--|----------------------------|
| <b>Network Operations Centre (NOC)</b> | Midrand, Gauteng           |
| <b>Network management tool</b>         | Entuity Eye of the Storm   |
| <b>Intuitive network monitoring</b>    | Paessler PRTG              |
| <b>Network automation</b>              | Infolobx NetMRI            |
| <b>LAN management</b>                  | CiscoWorks                 |
| <b>Network node management</b>         | HP NNMI                    |
| <b>Datacentre management (O/S)</b>     | Microsoft SCOM             |
| <b>Web portals</b>                     | Provided by Telco partners |



←  
24x7

**Network services monitoring**

**Patch management**

**Network audits**

**Metrics and reporting**

**Change management**

**Release management**

**Asset inventory management**

**Backup management**

### About Datacentrix

Datacentrix is a complete ICT systems integrator, providing solutions and services across the full information value chain to its customers. The company uses leading technologies to drive customer business strategies, unlocking efficiencies and empowering meaningful business insight.

Our most valuable assets are captured in the minds and spirit of our people. Every person at Datacentrix is a critical part of our service delivery model and our strategy for generating sustainable value for our customers and stakeholders.

We value partnerships and go the distance to establish trusting, lasting customer and stakeholder relations. Our longstanding affiliations and accreditations with our technology partners enable direct access to technology using the shortest channels.

It's our passion for excellence that drives our innovative and flexible solution design. Datacentrix' value-driven strategy and proven execution capability reinforce its position as one of the top ICT players in the local market.

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