



Managed LAN service

Construction and operation of basic IT infrastructure



With the Managed LAN service T-Systems offers construction, continuous operation and management of your company's computer network (LAN). The service includes continuous monitoring of active devices in local networks and proactive fault repair.

With this T-Systems service you receive a service that meets your needs through one-stop service provision for a foreseeable transparent monthly service charge.

No additional investment is needed for using this service.

Who can benefit from the T-Systems Managed LAN service?

Companies

- with at least eight PCs connected to a network at a given site,
- for which optimization of IT and related costs is important,
- with more than one site in the country where reliable continuous operation of PCs is essential for business operations,
- where fast fault repair is of high importance.

For customized flexible offers contact your account manager or call 1400.

www.t-systems.hu

Benefits gained with the use of the service

- You can better focus on your company's business operations since you do not have to deal with IT infrastructure and network management related matters.
- We provide the full professional competence – network survey, design, installation and operation, and maintenance of its technological standard.
- You do not have to make an investment (CAPEX) because all service elements are provided for a foreseeable monthly charge
- You can continuously monitor service quality on the basis of service levels (SLA).
- We provide end-to-end management, so network management does not end at the boundary of your site; telecommunications connections between sites are included in the managed network.
- We provide network technology that meets the high requirements (e.g. QoS, quality of service) of network service-based applications (e.g. IP telephony, etc.).
- We offer one-stop service for all service elements.
- Thanks to its modularity, we can design the service according to your company's needs.
- We use only devices of reliable manufacturers recognized on the market.

Service package elements

Operation of the core network

T-Systems operates at each site the quantity of LAN ports needed to meet the customer's requirements. We offer IP address allocation (static or DHCP) service according to the end-user's request. Traffic is carried on the network according to Ethernet standards.

Services on LAN

▪ Traffic classes on LAN (QoS)

When requested LAN traffic is classified (QoS), T-Systems will be responsible for configuration and operation of functions supported by the available hardware.

▪ VLAN configuration

When requested the customer's LAN traffic is separated on virtual networks, i.e. VLANs. The number of VLANs can be restricted by the given types of devices.

▪ Power over LAN (PoE)

We provide remote power supply (Power over Ethernet, PoE) for the IP phones at the given site.

Interconnection of LANs

▪ IP connection at termination point (WAN)

The service provider provides the network between the sites through an integrated voice and data service that enables IP-level communication between sites. Data and voice traffic is carried on a common network with traffic-level (QoS) and/or network-level (VLAN) separation. The service provider provides network access with the bandwidth and service parameters required for the traffic generated by the given site.

Service Desk (OSD)

▪ T-Systems provides Service Desk service (OSD) with 7 × 24 availability according to ITIL recommendations and BS15000 standard in a HD platform-based support system operating within T-Systems' closed operating environment.

▪ T-Systems offers one-stop service through the OSD for the services provided under the contract. The OSD keeps contact with all sub-contractors involved in the operation-related tasks of the contracted services. The customer can turn to OSD in connection with services (request of information, fault reporting, change request, complaint) on a web interface, by e-mail or phone.



Examples of application

