



SHI VeloCloud as a Service is an integrated offering that addresses three key areas of your environment: Network Operations Center (NOC), SD-WAN and Managed Connectivity.

## NOC as a Service (NOCaaS)

NOC as a Service improves availability by providing your organization with 24/7/365 monitoring, remediation, service desk, and managed IT support of unique infrastructure regardless of whether your infrastructure is on-premises, remote, at a third-party data center, or hosted in the cloud. NOCaaS supports elements of network, desktops, collaboration, servers, storage, and applications. All carriers and equipment manufacturers are supported. NOCaaS includes:

### Monitoring

- Tier 1 Support

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- 24/7/365

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- Proactive Surveillance and Diagnosis

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- Ticket and Escalation Management

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- Performance Analytics and Trend Reports

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### Service Desk

- 24/7/365 Technical Support

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- Voice, Data, UC and IT

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- Proactive and Reactive Communication

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- Ticket and Escalation Management

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### Enterprise Support Plus

- Managed IT for Server, Desktop and Firewall Support

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- Service Desk

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- Application Automation + Tier 3 IT Support

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- Dashboards & Analytics

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### Remediation

- Tier 2 Support

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- Element and Carrier Management

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- Ticket and Escalation Management

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- Event and Log Correlation

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### Professional Services

- Tier 3 IT and Engineering Support

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- Projects and Project Management

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- Smart Hands/On-site IT Support

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## SD-WAN as a Service (SD-WANaaS)

SD-WAN as a Service offers improved application performance, network flexibility, and visibility while controlling costs by providing your organization with a fully managed VeloCloud solution. SD-WANaaS includes discovery, deployment, monitoring and lifecycle management. All VeloCloud endpoints are fully managed and monitored with NOCaaS.

### Discovery + Design

Discovery is critical to designing a customized solution for your organization. We are technology-neutral, and we approach every business with a requirements first methodology.

### Deployment

SD-WANaaS is fully managed: procuring equipment, configuration and installation. We will extend your team and optimize your organization's resources.

### Monitoring

We watch over all relevant devices, interfaces and applications 24/7/365. We provide access to viewing and archiving of alarms, event logs, performance analytics and trends. Monitoring and troubleshooting are real time, with remediation and high touch support.

### Lifecycle Management

From setup and installation to configuring and remote monitoring, we handle every step, including procurement, configuration, implementation and recovery of assets.

## Managed Connectivity

Managed Connectivity simplifies global connectivity and ensures a consistent world class experience for procurement, project management and support. Managed Connectivity utilizes several underlying carriers, manages procurement and installation, and provides project management and support regardless of origin or carrier. Services include:

- Dedicated Internet Access (DIA)
- Cloud Direct Connect
- Fixed Wireless
- Broadband (DSL/Cable, Fios, U-verse, etc.)
- 4G Cellular Wireless
- Satellite
- Private Lines
- MPLS
- VPLS

## SD-WANaaS Features

### Performance

- Dynamic Multipath Optimization™
- Application Performance Monitoring
- Link Steering and Remediation
- Smart QoS

### Cloud Network

- Zero Touch Deployment
- Cloud VPN
- Security

### Virtual Service Platform

- Virtual Network Function (VNF)
- Security Service Chaining
- Flexibility

### Automation & Orchestration

- Business Policy
- Management and Control

**For more information on SHI VeloCloud as a Service, please contact your SHI Account Team.**