



shaping tomorrow with you

# Managed network solutions

Meeting customer expectations is essential to business health, but optimal network performance and responsiveness can create costly overhead in the form of in-house network operations and management. Fujitsu Managed Network Solutions can meet your network operations requirements and deliver rapid, provable return on investment by reducing operational expenses. Outsourcing all or part of your network management to Fujitsu compares favorably with the cost of operating your own facility. A high standard of network management is essential—with Fujitsu Managed Network Solutions, it can also be economical.

### Guaranteed system protection—around the clock

Fujitsu Managed Network Solutions offer a full range of network fault and performance monitoring features with connection services for communication and data networks. Fujitsu technicians will work independently to resolve any issues that arise, and collaborate if necessary with your in-house staff or third-party vendors. We can guarantee system protection around the clock, 365 days a year. With this level of assurance, you can achieve quicker time to revenue, simplified operations management, increased availability and operational cost efficiencies.

### World-class facility

We operate Managed Network Solutions from our fully redundant, state-of-the-art Network Operations Center (NOC), located in Sunnyvale, CA and Richardson, TX. This access-controlled NOC maintains the highest level of security and protection for your network data, including geographically dispersed backup operations and four-layer security.

The Fujitsu NOC supports many types of networks and multivendor equipment in addition to Fujitsu platforms. With 20-plus years in the business, we have the know-how to prevent outages, protect your service levels, safeguard revenues, and enhance customer satisfaction.

Managed Network Solutions Packages		
Service	Basic Package	Premium Package
Expert 24 x 7 x 365 surveillance	✓	✓
DCN management monitoring	✓	✓
Condition notification	✓	✓
Alarm isolation & resolution		✓
Performance management		✓
Configuration management		✓
Circuit resource management		✓
Move/add/change (MAC)	Per PO	Unlimited
Inventory management		✓
Third party management		✓
Customized automated reports		✓
Advance hardware replacement	Optional	Optional
Onsite maintenance	Optional	Optional



# Meet current & future demand

## Services Offered

- **Network Surveillance**

Our network surveillance service can be customized for primary or supplemental monitoring, up to the 24x7x365 level. Engineers who monitor the network are specifically qualified on the types of equipment being monitored. We immediately notify your point of contact when any condition change occurs.

- **Fault Management**

Fujitsu engineers are qualified to respond appropriately to any alarm or condition. Actions taken include troubleshooting, root cause analysis, fault correlation, isolation and diagnosis, in addition to resolution and restoration of full functionality.

- **Performance Management**

We monitor and report on your network's effectiveness and equipment performance, based on QoS parameters.

- **Configuration Management**

NOC technicians perform regular, remote memory backups on a per-NE basis. Our technicians also manage software updates and Product Change Notifications (PCNs).

- **Inventory Management**

Fujitsu technicians maintain a database of part numbers on a per-NE basis, for the equipment in your network.

- **Circuit Resource Management**

Our staff performs circuit bandwidth allocation and provisioning.

- **Remote Move/Add/Change**

We perform remote provisioning actions such as configuration of new network elements, data circuits, and optical cross-connect provisioning.

- **Preventive Maintenance**

Our regular, scheduled checkups are a great way to assess the health of your network, using a checklist of items developed to suit your individual network.

- **Advance Hardware Replacement (AHR)**

This optional extra eliminates spare-parts worries and ensures availability of needed hardware. The AHR service guarantees availability of covered replacement parts and delivery nationwide within a specified time period.

- **On-Site Maintenance (OSM)**

This optional extra reduces the need for placement of personnel in all areas of your network by utilizing the onsite maintenance services. We dispatch expert technicians to your site to be the eyes and hands of the NOC engineers. Personnel can arrive within four hours or a specific scheduled time.

- **Process Improvement**

We analyze your processes and procedures, and work with you to develop improvements. We can also help you formulate disaster recovery plans and build a resilient infrastructure.

## Fujitsu Network Communications Inc.

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Features and specifications subject to change without notice.