SERVICE OVERVIEW
Managed WAN Services

Our Network Managed WAN solutions provide highly-available, highly-scalable cost effecient connectivity with application visibility, control and end-to-end acceleration when you need it. °

As enterprises continue to adopt cloud infrastructure and applications, exploding traffic levels and changing traffic patterns are driving them to re-evaluate their WAN approach.

The WAN is a key enabler in transforming businesses to the new digital economy, but the existing WAN infrastructure approach based on conventional routers was not designed for the cloud. To keep branch offices protected from threats, all web-bound traffic is back-hauled to headquarters-based security services, which negatively impactscloud application performance.

As a result, enterprises are faced with architectural complexity, inconsistent application performance and security for applications and users. Intergence offers various connectivity circuit types from Broadband Dedicated Internet Access (DIA) circuits with 1:1 contention ratio to cost effective VDSL low contention circuits with full 4/5G flexibility options for backup and branch site interconnectivity.

Intergence Managed WAN solutions are designed to fit customer budgets, capacity, scalability and geographical reach. Our aim is to provide our customers with a single network solution that aligns optimally with their operational, financial and strategic requirement. We believe our Managed Services provide our customers with an unparalleled service performance experience, underpinned by our comprehensive SLAs.

What's included when you choose Intergence as your Managed WAN Partner

99.99%
AVAILABILITY
15min Response
4hr Fix

- SD-WAN Technology
- Last-Mile Flexibility
- WAN Optimisation
- Network Performance
- SLA Driven Services
- Service Tranparency

24x7
SERVICE
SUPPORT

While most SD-WAN solutions promise to save money and improve network agility, Intergence helps our customers build a better WAN to deliver higher levels of application performance, business productivity and user experience.

THE INTERGENCE VALUE

Intergence SD-WAN overlay networks provide fully configurable any-to-any connectivity for full-mesh inter-working with resilient and redundant optional solutions. Our support options are flexible to best match our customer's requirements.

We pride ourselves in assuring our customers have the best service experience. How do we achieve this? Through our award-winning service transparency platform Stratiam™, our fully facilitated omnichannel service support desk and our integrated mobility notification services gateway.

All of our support systems, coupled with our exceptional service support teams, enable us to consistently achieve our number one objective of a **›than 90% First-Time-Contact-First-Time-Fix** SLA.

KEY BENEFITS

Stratiam™ Managed & Monitored
• Fully Managed WAN
• 24x7 Service Support

Advanced SD-Technology
• Control of your network traffic
• Prioritise and Accelerate your Apps

Reduce Legacy WAN Costs
• Flexible connectivity
• options for all budgets

Underlay Circuit Cost Efficiency
LAST MILE
• Extensive Telco partner network
• Provider Selection by reliability & Cost.

Customer Transparency Services
• Service Operational Transparency
• Collaborative Embeded IT Services

Differentiated Support Experience

Our Managed WAN service comes with the peace of mind you would expect from a leading SD-WAN service provider such as Intergence.

With our **24/7/365** support options, comprehensive standard SLAs, proactive management, service desk support and **›than 90% First-Time-Contact-First Time-Fix** SLA it makes choosing Intergence the partner of choice.

Our technical teams will also help and assist with your WAN network migrations, including project management, consultancy and professional services.

ISO 9001
International Organization for Standardization

ISO 27001
International Organization for Standardization

Crown Commercial Service

HM Government G-Cloud

CYBER ESSENTIALS

intergence

The Old Coach House, Brewery Road, Pampisford, Cambridge CB22 3HG

Tel: +44 (0)845 226 4167

Email: contact@intergence.com