

Network Management

'Continuous availability of business resources depends on network performance'

A secure and high performance network underpins your employees' ability to communicate with clients and collaborate as a productive team. Personal communications and collaboration devices are only as good as the networks which bind them together. Their productivity is dependent on continuous and fast network services, making dedicated management and maintenance of network facilities an absolute requirement. Our LAN and wireless LAN services ensure the network qualities you need. You are guaranteed with an optimal outcome. The global Getronics Workspace Alliance (GWA) guarantees high health levels of the network through a complete global and regional service package integrated within the workspace you can rely on.

Network facilities have become a critical business resource

Unified communications, multimedia presentations, application sharing and cloud computing are key components of today's new ways of working. They enable communication with clients and suppliers, allow your employees to work from any location, facilitate collaboration within teams, and give access to centralized applications. In other words, as key components they contribute to your organization's productivity and efficiency, provided your network offers sufficient capacity, continuity and security. Because your network has become a critical business resource, dedicated network management and maintenance are an absolute requirement. However, managing and maintaining a network has become an increasingly specialized task involving in-depth knowledge of networking technologies. This is the reason why the GWA is offering its LAN and Wireless LAN services.

Network Management provided by the GWA

Network Remote Infrastructure Management insures organizations of an effective management of its network components such as routers, switches and access points, irrespective of the location. A complete network service portfolio ensures high performance and availability.

By entrusting your network to the GWA team of specialists, you can be assured of both performance and continuity. Our services ensure continuous operation of your network, including remotely manageable network components that serve end-users. The main objective of our Network Management service is to take on the day-to-day operational responsibility of your wired and wireless LAN. As part of our services, we will be responsible for ensuring the technical availability of your network, facilitating the performance of all network devices, and making the functions supported by your systems available to end-users – at all times, and with fast response times. A single point of contact (SPOC) and predefined service level agreements (SLAs) guarantee efficient contacts, reliable service provision and transparent costing.

Our service cycle starts with an initial review and analysis, aimed at examining existing facilities in relation to current and future requirements, while protecting your investment. If your network requires expansion, we perform the design and implementation activities. Our ongoing network management services focus on performance monitoring, ensuring all components and configurations are logged in the network asset register, and all calls relating to the network are handled professionally through our service desk. In addition to all network components, we can keep track of all your IT resources and keep your Configuration Management Database up to date. Proactive monitoring allows us to identify issues and anticipate future demands, while intelligent and detailed reporting keeps you fully informed.

In short, our Network Management services for wired and wireless LANs offer:

- Proactive and continuous monitoring and management ensuring high performance and availability of your network and central systems (like routers, switches).
- Management and solving of service disruptions including end to end ownership and coordination with third parties.
- Ongoing capacity measurements with timely indications of required expansion of network facilities.
- Analysis of problems arising from incidents and, if appropriate, submission of Requests for Change.
- Maintenance of the Configuration Management Database (CMDB), and updates based on the change management process.
- Maintenance of relevant network documentation, LAN administration and network drawings.
- Creation and distribution of periodic reports with detailed analysis of performance statistics and recommendations on utilisation, capacity and performance trends
- Information on new and innovative products, and recommendations for possible improvements, updates and bug fixes and their testing and implementation.
- Optional: onsite connectivity support, major Requests for Change, WAN services (internet connections, DSL, VPN)

Network management is typically combined with other core workspace services like service desk, desktop management, asset management, server management, onsite support and global program management.

Business continuity and productivity

Our LAN and wireless LAN services ensure the high performance and continuous availability of networks that you require for your business operations and communications, enabling your organization to work productively, continuously and securely. The combination of our team of industry-leading network experts and our core standards for network service delivery guarantee in-depth knowledge and quality service provision. Because we have invested significantly in both network architecture and network management, we provide a cost-effective and flexible service in an area in which non-specialists tend to struggle to keep up with developments. Because Network Management is seamlessly integrated into our broad workspace service offering (example: service desk, server management, datacenter services and onsite support) you benefit from substantial economies of scale and unparalleled know-how and experience.

Why GWA?

As ITIL implementer of the first hour and a challenging global player in integrated workspace management, our service has for decades proven in hundreds of companies. Based on a set of common ITIL v.3-based processes, the alliance's workspace outsourcing offerings offer a role-based approach and use highly standardized offerings. Worldwide GWA is a top 3 player in the market for workspace management with strong presence in all regions. You can rely on a consistent and flexible service.

Because IT services for the workspace is our core business, you benefit from economies of a flexible scale - lower operational costs and improved total cost of ownership. Our offer consists of a mix of self-adaptive, remote and on-site services that are tailored to your current organizational and user needs, locally and globally, with strong local business knowledge. GWA works according to tested, certified methods and provides very effective

global and local billing including VAT management we fully take care of. You are assured of optimal results.

GWA offers 24x7 standardized services across different time zones from various global and local service centers. Our Global Service Delivery Model (GSDM) provides a proven, flexible and cost-effective assurance of consistent services worldwide, integrated onsite services and program management tuned to your local and global needs. GWA enables more than 11.5 million service desk supported end-users, services more than 6 million workspace related assets across the globe. GWA has more than 3,800 ITIL certifications and counts up to more than 32,000 headcount.

In addition, GWA is a leading service provider in the field of IT management with an excellent reputation in supporting remote mobile team(net)working and new rich unified communications in the workspace. We offer a one stop shop for a new effective and flexible way of outsourcing of IT infrastructure and support that goes with it because no single provider can effectively meet or deliver the needs of a global client. Tier 1 providers lack the flexibility and agility to respond to client needs in multiple geographies. As a result the GWA is recognized by leading analysts as having a clear vision of the market's direction and focused on providing services to meet future market needs.