



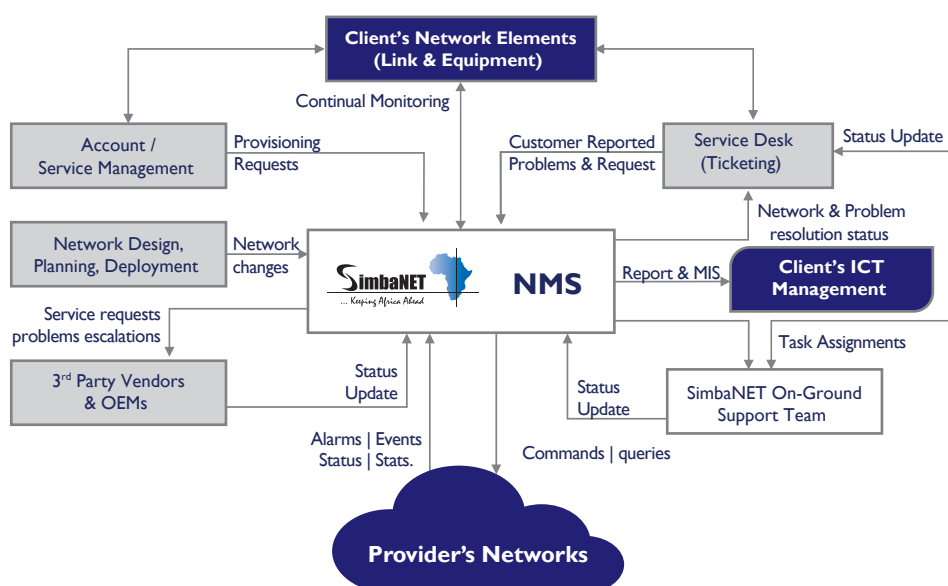
Managed WAN

Wide Area Network (WAN) is a critical component of any IT and business operations. It takes dedicated resources, hardware, software, and the latest applications to properly manage it.

Supported by strong service level agreements (SLAs), SimbaNET's Managed WAN services includes proactive monitoring and notification services, isolation of network faults and recommend corrective actions.

Our Managed WAN services supports links and CPE (Customer Premises Equipment) from different service providers.

ManagedWAN Process



Features

- Reduced Complexity
- Providing Real-Time visibility and Control
- SLA driven model with committed performance
- Single Network Management (NMS) Platform
- Offering Economy of Scale
- Replicating best of global processes & ITIL Methodology
- OEM agnostic support with availability of varied skills & competencies
- Focused Operations, Services and Account management teams
- Predictable cost of operations

Benefits

- **Increased availability:** Greater network availability through 24x7 proactive monitoring & problem resolution by a team of network specialists
- **Device and vendor agnostic:** SimbaNET supports a wide range of OEMs and have existing relationships with all major regional Service Providers
- **Information at all times:** 24x7 NMS portal
- **Reduced Costs:** Reduce network management & the total cost of ownership, allowing your in-house experts to focus on core business activities



Our ManagedWAN service has been built to support dynamic network platforms containing performance, availability & flexibility needed to handle the any-to-any traffic scenarios

ManagedWAN Services	Service Options		
	Standard	Select	Extended
Account Manager	Shared	Dedicated	Dedicated
Service Delivery Support	Shared	Dedicated	Dedicated
Support Hours	24x7	24x7	24x7
NMS Portal access	Yes	Yes	Yes
Ping Device	Yes	Yes	Yes
Incident Management	Yes	Yes	Yes
Carrier Management	Yes	Yes	Yes
Document Management	Yes	Yes	Yes
Post incident review (RCA)	Yes	Yes	Yes
Monthly reporting	Yes	Yes	Yes
Real time statistics	Yes	Yes	Yes
Adhoc reports	No	Yes	Yes
3rd party Vendor Advisories	No	Yes	Yes
Change Management	No	Yes	Yes
SNMP monitoring	No	Yes	Yes
Daily reporting	No	No	Yes
Ticket wise reports	No	No	Yes
Configuration Backups	No	No	Yes
On Site Engineer	No	No	Yes
Network design review	No	No	Yes
Network Optimization	No	No	Yes

About SimbaNET

SimbaNET is a member of Wananchi Group - A Licensed East African Public Data Operator with both Regional and International presence providing high-speed data & Internet Services over Fiber, LTE/4G & VSAT.

We have been in business for over 10 years providing telecommunications services in Africa. Our direct footprints include Kenya, Tanzania, Uganda, Zambia, Malawi and UAE. However, through our partners, we offer services in other countries such as Rwanda, Burundi, SA, Mozambique, Nigeria, Ghana, South Sudan and DRC.

Our Connectivity Solutions includes MPLS, IPLC, DPLC and VSAT.

We're not just about networks, we can also supply voice, security, mobility and cloud services in a Managed Model - acting as the single point of responsibility and ownership for your complete ICT solution.

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Redefining Connectivity