



# MANAGE NETWORK PERFORMANCE, REDUCE COSTS, AND INCREASE PRODUCTIVITY

GAIN PEACE OF MIND WITH AROUND-THE-CLOCK NETWORK MONITORING AND MANAGEMENT.

## DEDICATED TEAM OF EXPERTS

Your network plays a critical role in your business operations. With Managed Network Service from Alaska Communications, your network is monitored and managed 24x7x365 by the first network operators in Alaska certified to work on the most complex data networks. Our goal is to manage incidents that could impact your business before they become a problem. As we manage your network, our experts can provide you with insight and recommendations to help run your operation smoothly and efficiently.

## WE OFFER A STANDARD PROACTIVE SERVICE THAT WILL:

1. Provide stability to your network, minimizing your risk profile
2. Improve your system uptime while avoiding costly impacts to service
3. Allow you to focus on your business knowing your network is taken care of
4. Provide access to a transparent, real-time data portal

# SOLUTION OFFERING

## ENHANCE NETWORK PERFORMANCE

Alaska Communications Managed Network Service provides 24x7x365 network management and monitoring for your network and devices by having a team of managed service technicians available to triage and remediate alerts. A dedicated Service Assurance Manager will work with you to identify your critical service areas and ensure your network is working to your standards. Your business will benefit from regular performance reports and provide recommendations for network enhancements and process improvements.

You'll get direct access to your network operation through a secure web portal that lets you see your network and device performance over time. Network and device performance reporting, alert summaries, and real-time data brings transparency to your network operation. With Managed Network Service from Alaska Communications, we don't just provide proactive management and monitoring of your network, we offer you a partner to ensure your network works the way you want, performing today and changing to meet the needs of your business tomorrow.

## WE MANAGE THE FOLLOWING DEVICE TYPES:



Routers



Voice Gateways



Switches



Firewalls

# EXPLORE THE FEATURES

FEATURE	DESCRIPTION
Service-Desk	Reliable single point of contact that is available 24x7x365 to provide you support for managed device performance and service related issues.
Availability & Performance Monitoring	Your network will be monitored 24x7x365 to ensure your network is operating and performing as designed. Scheduled performance and capacity reports will be provided.
Alert Management	The Managed Service Desk will respond to alerts, evaluate alerts for customer impact, initiate triage and notify you of the alert.
Incident Management	Alaska Communications network technicians and engineers will remediate alerts and identify the root cause of incidents, escalate to your managed device vendor, and provide feedback on configuration issues.
Vendor Management	Alaska Communications will coordinate with managed equipment vendors and third party service providers as necessary, providing you a single point of contact through incident resolution.
Problem Management	The Managed Service Desk will proactively identify and analyze incidents to eliminate recurring incidents.
Change Management	Receive remote upgrades and patches on monitored devices for break/fix resolution, as well as unlimited MACD service changes.
Service Assurance Manager	A Service Assurance Manager works with you to ensure that your service is working as designed, provide monthly reports and be your point of contact for customer service issues.
Quarterly Performance Reviews	Quarterly assessments with your Service Assurance Manager to review your network health, discuss service trends insight and provide recommendations.



To learn more, visit [alaskacommunications.com/NetworkServices](http://alaskacommunications.com/NetworkServices), email us at [tellmemore@acsalaska.com](mailto:tellmemore@acsalaska.com) or call 1-855-907-7001.

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