

Managed Network Services

A one-stop networking solution for businesses of all sizes

Enabling businesses to embrace new technologies

In today's fast-paced digital landscape, businesses face numerous challenges in their digital transformation journey. Keeping IT infrastructure optimised for performance while reducing costs is a common concern. Companies need to maintain their equipment, implement security protocols, and ensure the smooth operation of applications.

Emerging technologies such as SD WAN, IP VPN and Cloud Networking add further complexity. Beyond implementation, businesses must continuously build or upgrade their IT competencies to manage these new technologies effectively.

Epsilon's Managed Network Services (MNS) provides a comprehensive solution to meet these challenges. Our services ensure that your enterprise network supports users' needs and applications, while leveraging cutting-edge networking and security technologies – all without significant investment in staff or training. We handle the management and monitoring of your network, offering recommendations to optimise performance and deliver the best user experience. Excellent user experiences ultimately leads to better productivity and profitability.

Why do businesses need Managed Network Services?

24x7 WAN support

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Global network equipment replacement

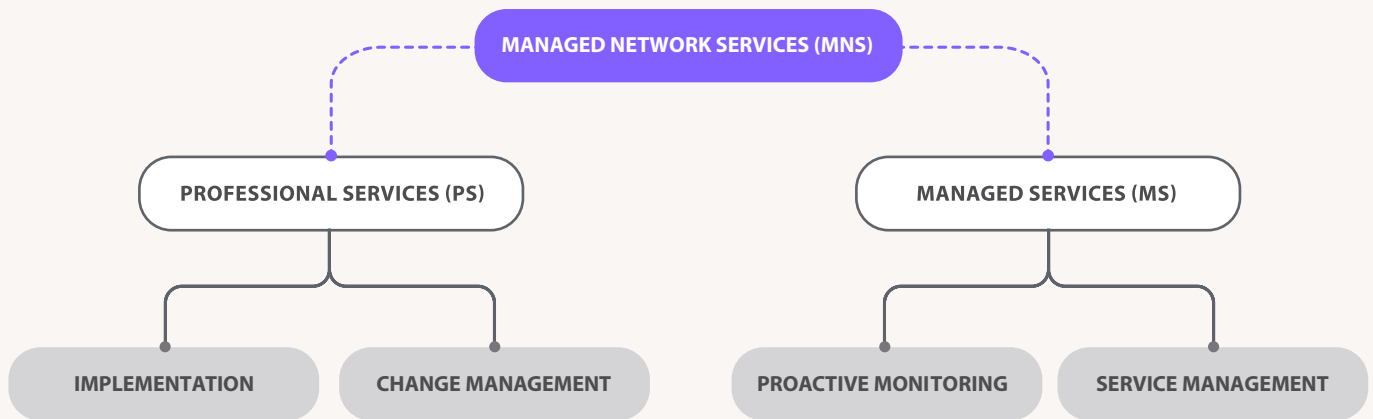
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Global connectivity sourcing

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Network optimisation to maintain peak performance and up-to-date infrastructure

Grow Your Business with Specialised Network Management



What is Managed Network Services?

Epsilon MNS offers a full suite of services that help organisations discover, implement, and manage solutions and technologies effectively.

Professional Services (PS)

Specific, project-based or on-demand tasks to meet business objectives.

- **Implementation** – Deployment or provisioning of SD WAN and Cloud Networking solutions tailored to customer needs.
- **Change Management** – Planning, preparation, and execution of customer-initiated changes, including modifications, additions, or removals of configurations, policies, or sites within their network.
 - **Basic changes:** No impact on existing network or architecture design.
 - **Advanced changes:** Involves alterations to network architecture, routing/ security policies, or licenses.

Managed Services (MS)

Day-to-day management of customer networks, provided on a subscription or regular basis.

- **Proactive Monitoring** – Detect and resolve issues with real-time alerts and troubleshooting.
- **Service Management** – Information Technology Infrastructure Library (ITIL) based processes to ensure services remain within SLAs, including operational reviews and ongoing support.

Key Differences

Value-added Services

Epsilon takes care of complex network management, so you don't have to

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One-stop Managed Services

From initial implementation to ongoing operational support

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Trusted Experts

A skilled team of network specialists ensures your network is designed, implemented, and managed optimally

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Experienced Partner

Decades of expertise in advanced networking with global reach

Benefits



Increased Efficiency

Leverage Epsilon's methodologies to deploy SD WAN, IP VPN and Cloud Networking, ensuring optimal configuration from the outset.



Bridging Skillset Gaps

Epsilon's engineers function as an extension of your IT team.



Service Performance Monitoring

Continuous network monitoring ensures optimal performance, enabling great user experiences and improved productivity.



Objective Focused

Customers can focus on their core business while we manage day-to-day network operations.



Operational Management

Our team of experts manages your global network infrastructure, ensuring reliable performance.

“Epsilon's Managed Network Services empower businesses, to adopt SD WAN, IP VPN or Cloud Networking securely and with confidence. We make networking simple for customers at every stage of their digital transformation.”



Peter Agnew
Global Product Manager
Epsilon

Features



Dedicated Service Manager

Each customer is assigned a dedicated manager to ensure smooth engagement and communication.



Service Reporting and Reviews

Detailed reports on network availability, usage trends, and network performance allow for informed decision-making.



Proactive Alerts

Our system monitors network health, detecting issues early and notifying customers before they affect users or services.



Incident Management

We troubleshoot any network issues that arise.



Change Request Execution

We collaborate closely with customers to understand and execute network changes.



24x7 Service Desk

Enjoy around-the-clock service support from a single trusted managed network partner.

Contact Us

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