



sas
Managed IT Services

Managed Hybrid Networks Brochure



**SD WAN
ENABLED**

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Managed Hybrid Networks

Businesses increasingly rely on IT to deliver agility and competitive edge, but these can only be delivered if their end users have a responsive and reliable experience.

Unfortunately, many businesses suffer poor end-user experience that frustrates their users, undermines their IT investments and tarnishes the reputation of their IT department.

Great user experience requires great performance in the network, the infrastructure and the applications. SAS believes that all three need to be designed and managed together, and we have a suite of services to support each.

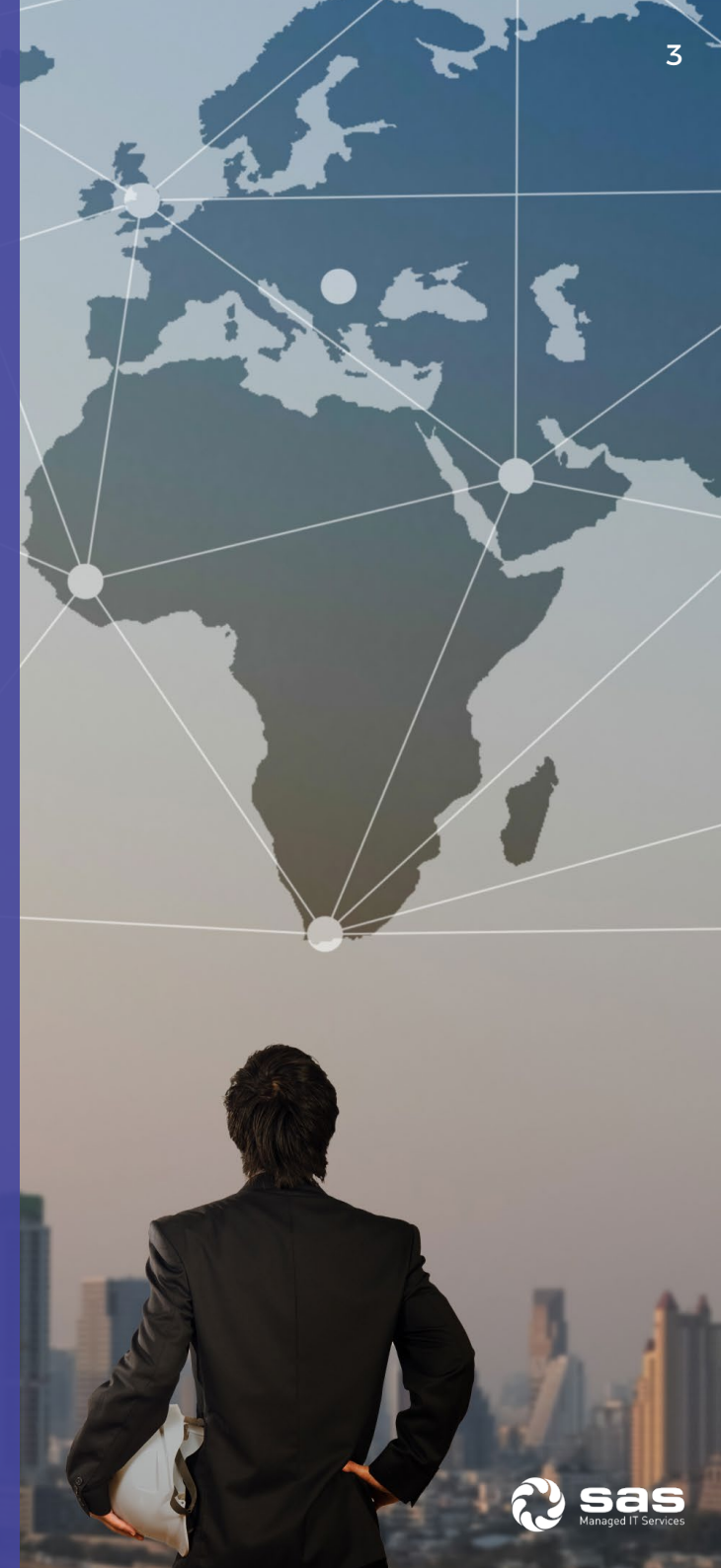
This brochure explains SAS Managed Networks that deliver the network performance required for great end-user experience. We would be delighted to discuss your needs for hybrid networks, or indeed for infrastructure and application services, so please get in touch.

About SAS

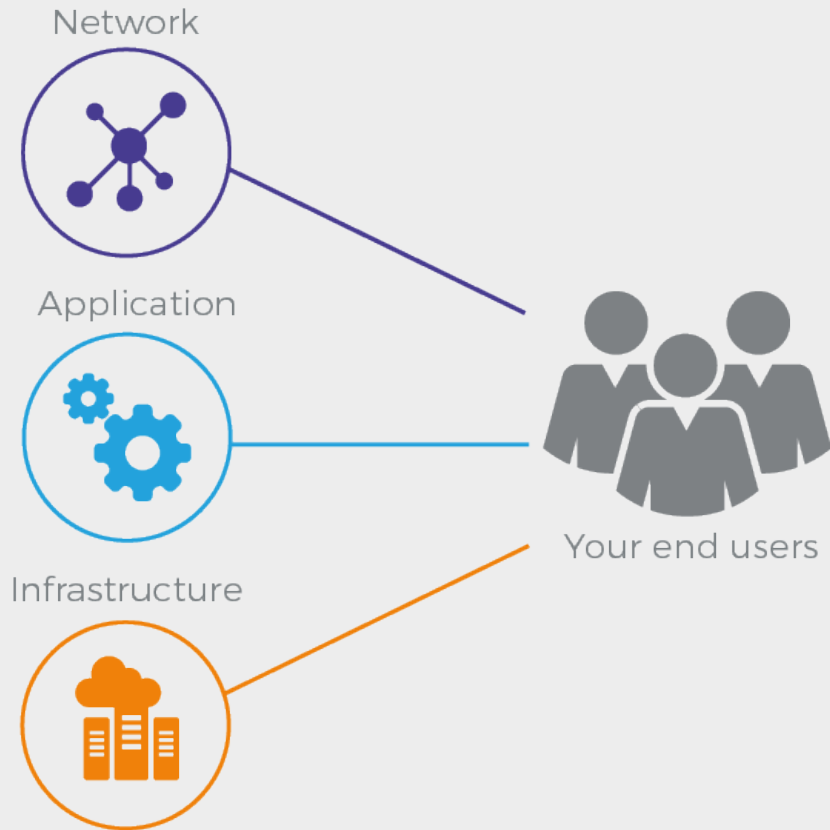
We consult, design, deploy and support the networks, infrastructure and applications on which our customers run their businesses around the world. We make customers more successful through world class service and a competitive edge, with ultra-fast network deployment in days and maximum application performance through monitoring the entire application path.

We achieve this by building innovative technologies onto an integrated platform, with robust processes, motivated staff, and quality partnerships. We strive to delight customers and are proud of 100% advocacy and multiple awards.

We monitor 18,000 devices across 65 countries and underpin £130m of contracts. Our services are so well regarded that they are used to power the managed services solutions for several major ICT brands.



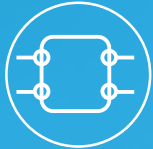
“Great user experience requires great performance in network, infrastructure and applications”



Why SAS for Managed Networks



We design for your end user experience



Our Hybrid Network gives reach, performance and rapid deployment



We connect your sites in days, not months



Our best in class process and resource delivers right first time



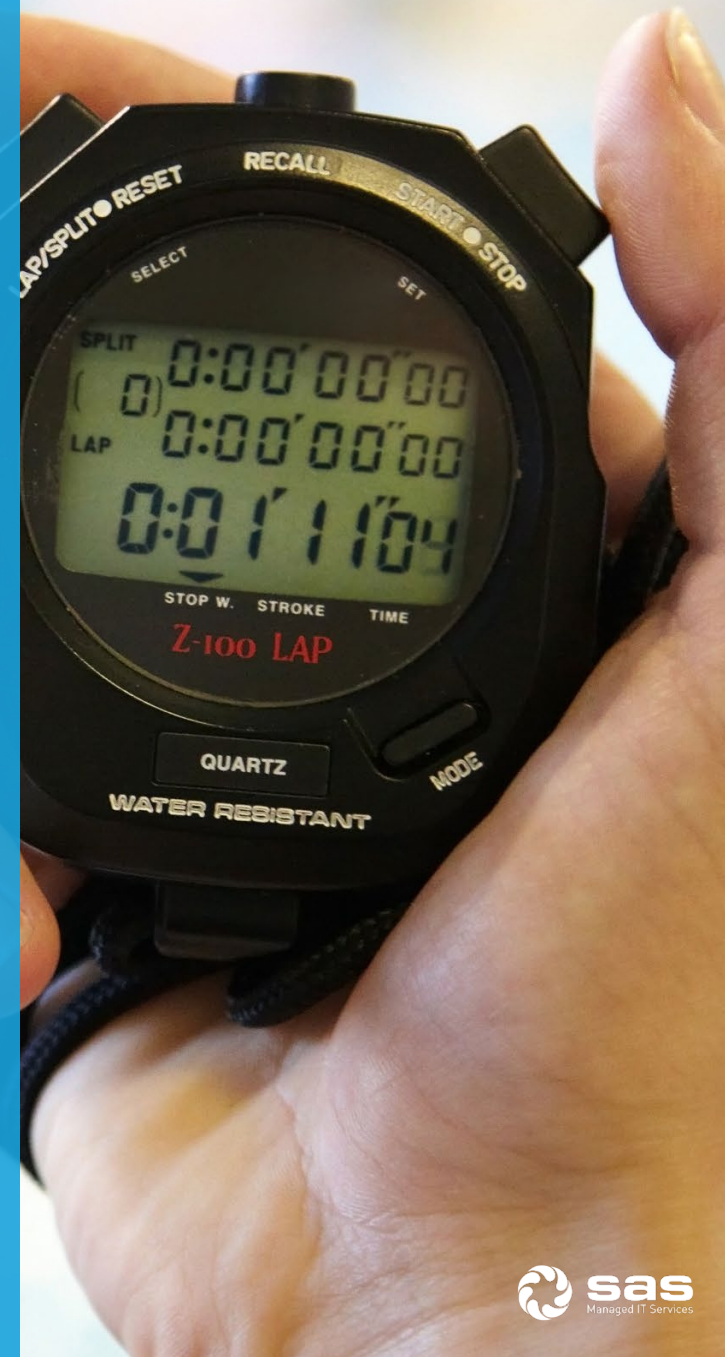
We identify and solve problems faster by seeing the whole application path



We are easy to do business with



We have credibility from hundreds of customers, 100% advocacy and multiple partner awards



Why SAS for Managed Networks

We exist to make our customers more successful. Our people come to work to deliver for them and to delight them.


We're different because of our continuous investment in innovative technology, our integrated platform, our robust processes, our highly motivated and technically qualified staff and our use of the highest quality supplier partnerships.

Please read on to see some examples of how we provide a better service and a competitive edge.

BT Wholesale

TalkTalk Business

colt

 **CenturyLink®**

 **silver peak®**


CISCO


peplink


Wireless Logic

solarwinds 

 **Megaport**

We design for end user experience

We design around your end users, your applications and your priorities so your network truly delivers the user experience that your business needs.

Network performance is critical for the responsive applications that your users need to run your business, but many suppliers struggle to deliver this beyond the systems they have sold. We rigorously design around the users, the applications they run and the bandwidth requirement that each has, so you can be confident that your users get what they need. We do this by ensuring that our solutions integrate with your existing infrastructure and we monitor and manage circuits and devices that we have not provided to ensure we have a single view of your network.

When designing your network we make sure you are aware of all of your network options, their benefits and limitations, to ensure you get the best solution. We also help you to optimise your carrier spend.



We design for end user experience

1

Users?

What types of user? How many and where are they located?

- ROAD WARRIOR
- HOME OFFICE
- REGIONAL OFFICE
- HEAD OFFICE
- VEHICLES
- DEVICES
- SENSORS

2

Applications?

What applications are you running and where are they located?



*Or a combination of the above

3

Priorities?

What are your access priorities? Most solutions involve compromise.

- RELIABILITY / SLA
- BANDWIDTH
- LEAD TIME
- CONTRACT TERM
- COST
- LOCATION / COVERAGE
- QUALITY OF EXPERIENCE

4

Access?

Consider the best access option based on steps 1 - 3.

- 3G/4G
- SATELLITE
- LINE OF SITE (LOS)
- ETHERNET
- ADSL
- SUPERFAST
- EFM
- LEASED LINE
- WiFi

5

Network?

Core network? Private or Public, or a bit of both?



Reach, rapid deployment and performance

Our platform and our carrier independence lets us blend multiple vendors and access technologies to meet all of your needs in all your locations, anywhere in the world. We match your speed, reliability and cost priorities to what is available in that location.

Your users want great performance when using their applications, whether they're in your HQ, a branch office or on the move. They are not concerned that some of your sites are in far-flung places, that you need to add and move sites at short notice, and that you have a budget. They expect you maintain application performance and availability regardless.

That's hard to deliver with a single technology and supplier, so we have built a hybrid network platform that integrates all technologies and carriers under the best monitoring and management platform in the industry, to offer ultra fast deployment, ubiquitous access and full visibility of the application path. All at an SME price.



We connect your sites in days not months

Customers increasingly need sites deployed rapidly, but most fixed line technologies take months to deliver. Our reliable bonded 4G circuits can deliver up to 40 Mbps in a few days, and then seamlessly switch over to permanent circuits when they come on stream.

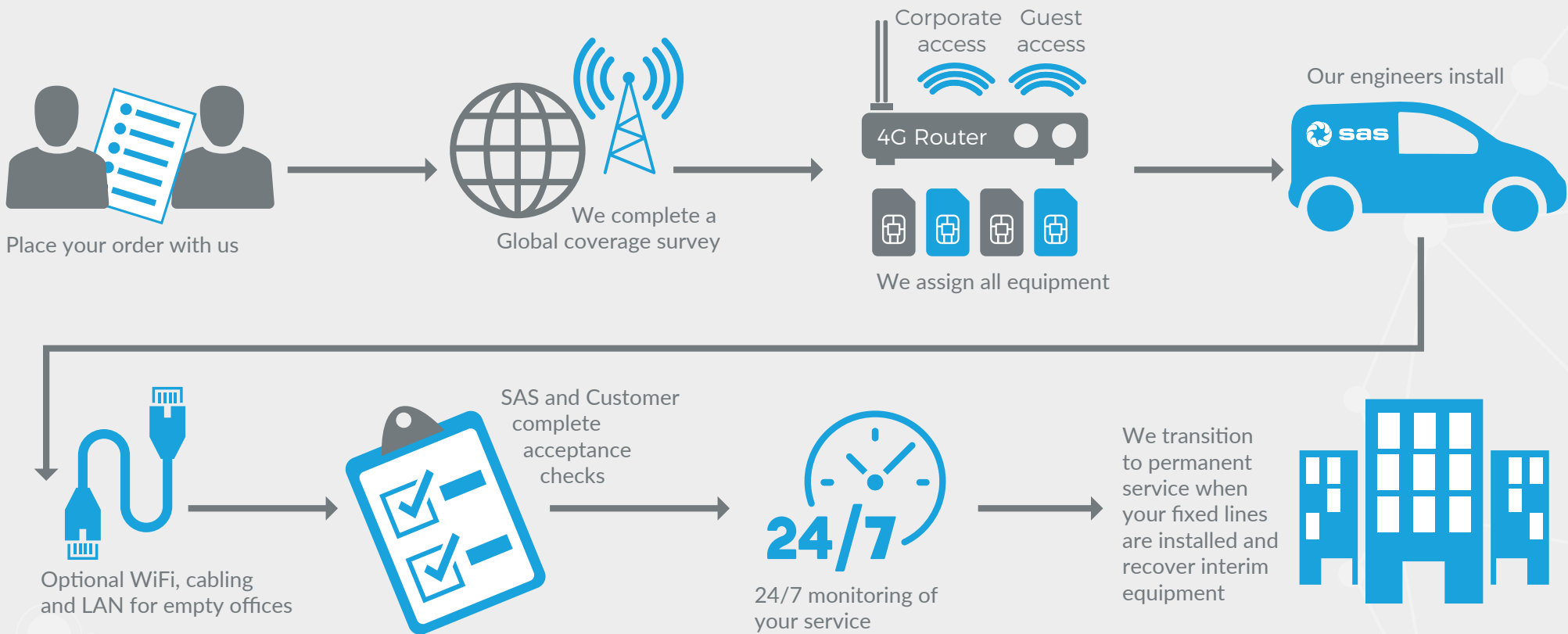
Businesses move much faster than carriers can support. You often have less time than you'd like when opening or moving a site.

Network circuits usually take months to price, contract, deliver and install. Unexpected road and duct work delays cause havoc to your plans. Our bonded 4G, DSL and Satellite services have frequently been the answer to our customers' prayers.



We make the deployment process simple

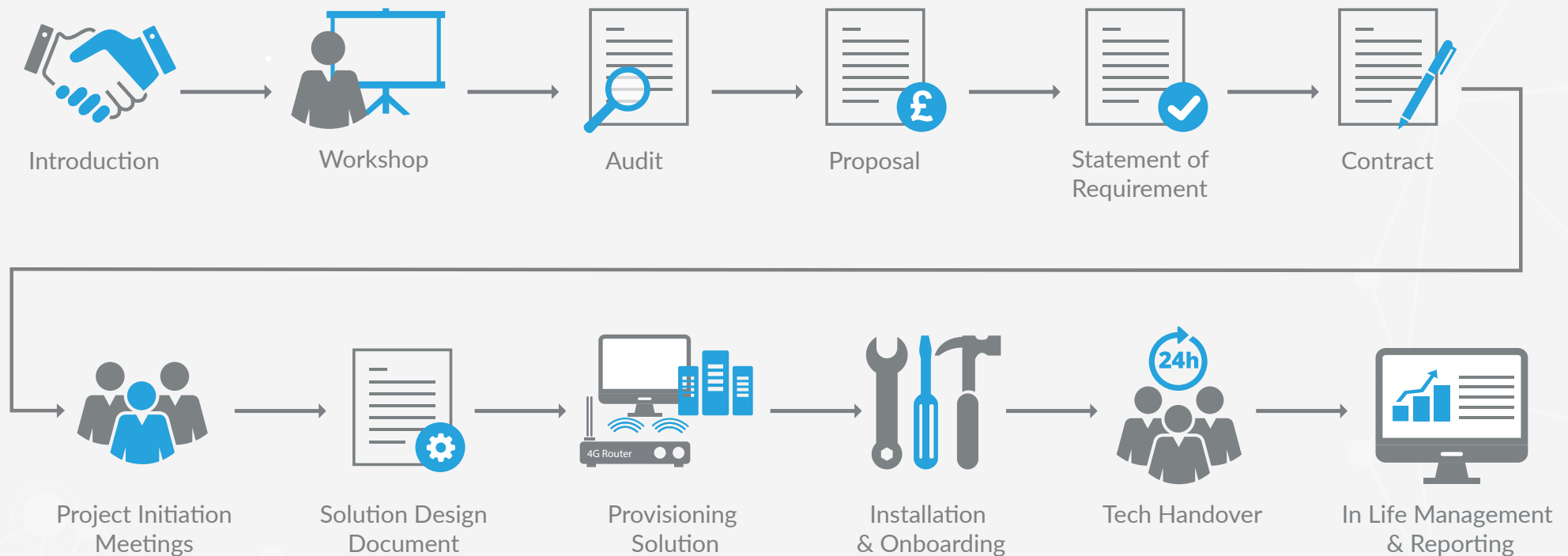
We can deploy this service within days on a flexible short-term contract and then seamlessly replace with the permanent circuit. If you have a constant demand for rapid site deployment, we can maintain a pool of capability for use at a moment's notice.



Our best in class process and resource delivers right first time

We have developed a best in class process to Consult, Design, Deploy and Support, and we have resourced it with the best expertise available, to guarantee that you get precisely the network you need, delivered right first time.

The requirements of your network are often unclear without auditing the network and insightfully analysing your planned applications. Deploying the network then requires a blend of planning and technical skills. We have developed a detailed, rigorous engagement process and we have codified it for repeatability. We have also resourced it with some of the best people in the industry. This gives you a Statement of Requirements you can trust, right-first-time deployment and fewer problems in-life.



We identify and solve problems faster by seeing the whole application path

Most suppliers can see when a link is down, some can see when it's over-utilised. We can tell you which application, user or device is the root cause of the problem, and follow the path of an application across the network. We get right to the heart of the problem, even when it is not with the network.

Businesses need applications to perform well, to give users a great experience. Performance relies on every device, server and circuit in the application path, so unless you can see everything you cannot resolve underlying performance issues.

SAS gives you visibility and therefore control over your complex IP infrastructure. We support the entire application path, not just the devices or systems we've sold. This gives us immense power to find and resolve even the subtlest of problems. Our client portal shows all of this information, facilitating clear and helpful dialogue.

Our role is to:

Be proactive

Not wait to be told (95% of key issues are raised proactively)

Undertake triage

Find proof of the issue and give that to the relevant SAS or 3rd party resolver group

Manage resolution

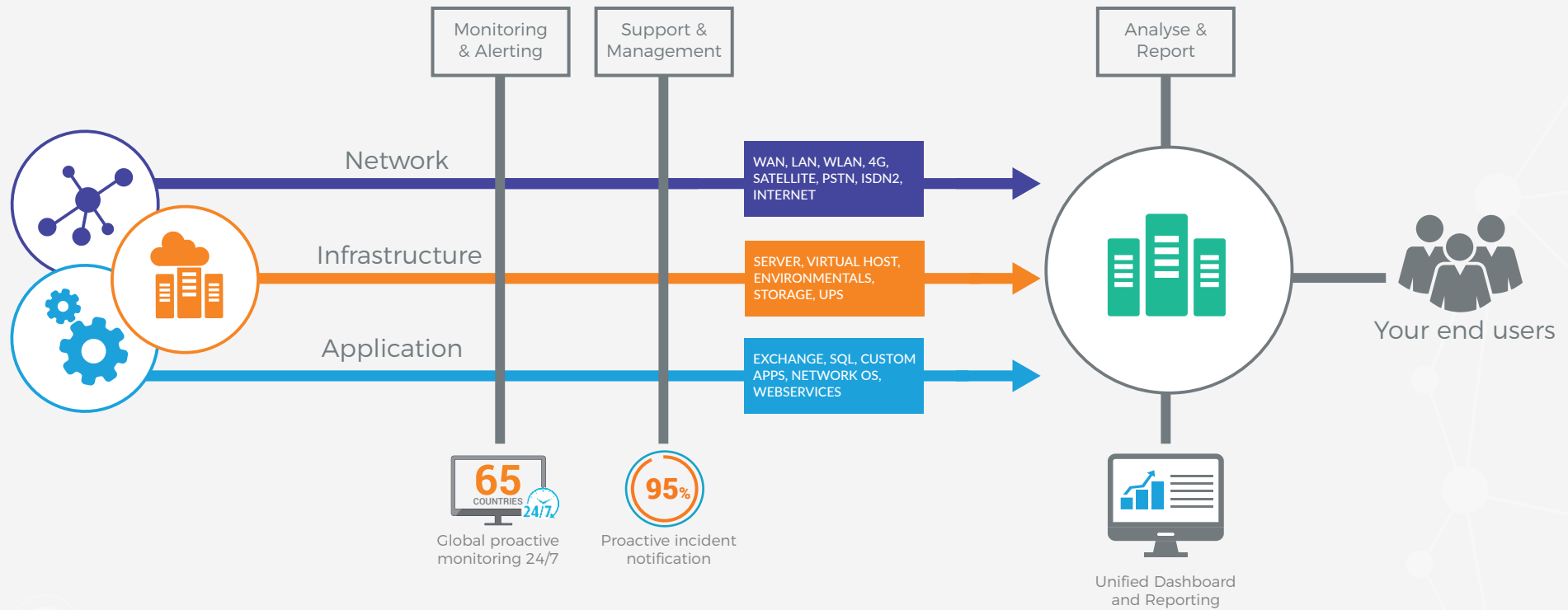
Drive 3rd parties to resolution while communicating clearly and openly with the client

Be accountable

Whether SAS or a third party is resolving an issue, we remain accountable and own the problem to resolution



We identify and solve problems faster by seeing the whole application path



We are easy to do business with

We think you'll like working with SAS. We offer a flexible, complete, responsive service and we like to make things easy for our customers.

We are easy to do business with, and we invest to ensure this improves year after year. We aim to keep bureaucracy to a minimum, whether that's pricing, ordering, progress updates or billing. We have flexible terms and conditions. For example, we can offer co-terminus terms for all your sites and we make adding, removing and changing sites simple. We install networks around the globe, and because we ensure that the whole network complies with a global standard (even if third parties are used), support is simplified, issues reduced and availability maximised.

We can simplify your support with a complete service covering network, infrastructure and applications, including security, hosting and connection to cloud services.



We manage global networks



From Angola to Argentina, Sweden to Singapore,
Mexico to Monaco, Papua New Guinea to Peru...

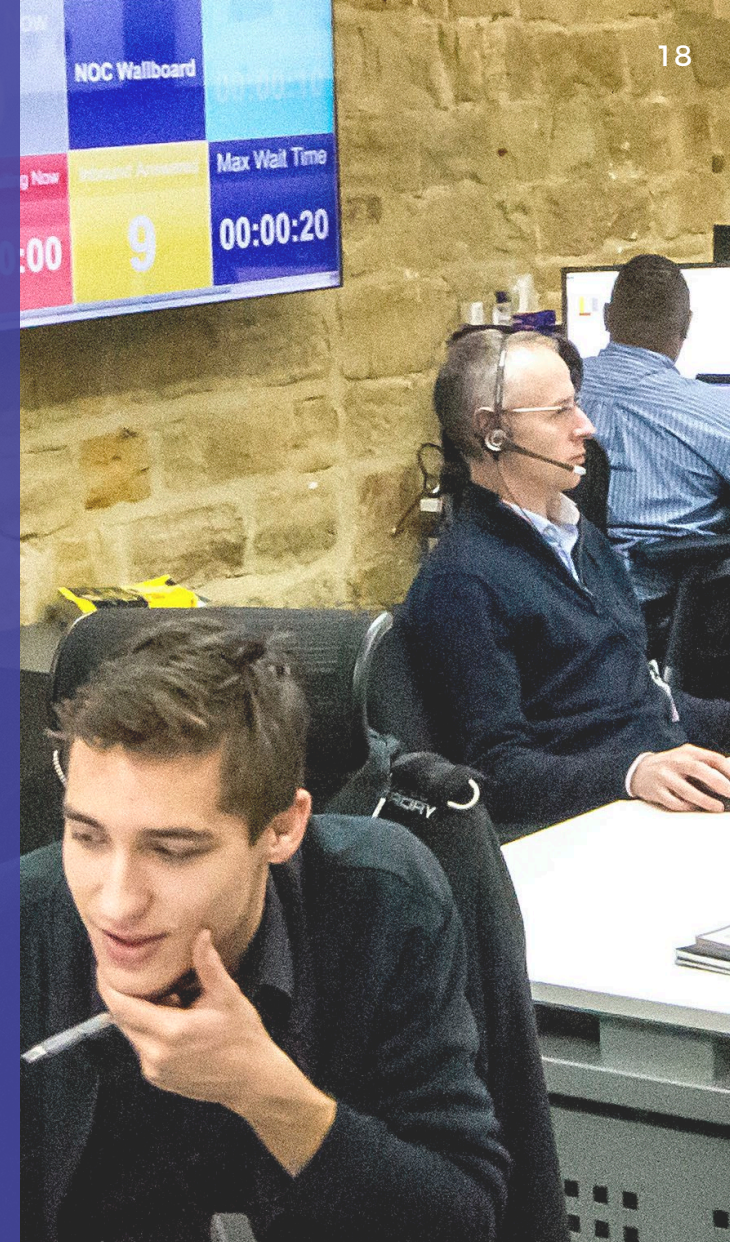
65 COUNTRIES

We have credibility from hundreds of customers and multiple awards

We have been running for over 25 years and have 100% advocacy across hundreds of customers. We are used by some of the best technology partners in the industry and are regularly awarded as the best. We are accredited to all major quality standards.

When you make an investment as important as your network, you need confidence that you have the best partner and access to the best resources. Our services are so well regarded that they are used by several of the UK's biggest networking and ICT brands to power their own managed service solutions.

In everything we do, we strive to delight our customers and ensure that they are highly satisfied, and we are immensely proud to have achieved 100% advocacy across the hundreds of customers we serve and support. In fact, our customers are proactively supportive in helping us find new customers.



ISO 9001
PROCESS

ISO 27001
SECURITY STANDARDS

ISO 22301
BUSINESS CONTINUITY

OHSAS18001
HEALTH & SAFETY

PRINCE2
PROJECT MANAGEMENT

ITIL
BEST PRACTICE

Why SAS for Hybrid WAN?

CELEBRATING **28** YEARS
1989-2017

CONVERGENCE
EXPERIENCE



ISO9001 · ISO27001
OHSAS18001 ·



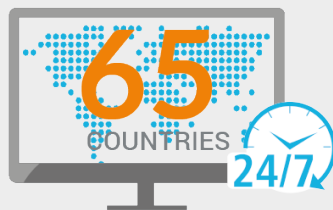
>25k ELEMENTS
PROACTIVELY MONITORED 24/7

15 YEARS
2002-2017

15 YEARS EXPERIENCE
IN HYBRID WAN



TYPICAL SAVING
FOR A WAN



GLOBAL PROACTIVE
MONITORING 24/7



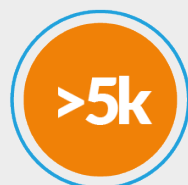
PROACTIVE INCIDENT
IDENTIFICATION

FTSE
250

A-LIST FTSE 250
ENTERPRISE CUSTOMERS

best
COMPANY

< 2% STAFF
TURNOVER



>5k INSTALLATIONS OF
4G CELLULAR



CUSTOMER
RENEWAL RATE

CISCO
MICROSOFT · BT
HP · VMWARE
SYMANTEC
CERTIFIED

SAS Managed IT Services

We design, deploy and manage the networks on which our customers run their businesses in an increasingly digital world.

Our hybrid networks will help customers digitalise their businesses

The best price possible

Our hybrid networks, enhanced by SD-WAN, blend carriers and technologies to optimise the price of every site, and minimise installation cost with zero touch deployment. We offer transparent pricing for peace of mind.

The fastest deployment

Our hybrid networks let you choose circuits that deliver fastest for each site, and our 4G WAN circuits offer 2 day delivery with seamless transition to permanent circuits.

The easiest migration

We can phase your migrations to suit you, minimising cost and hassle.

The best performance and uptime

Our advanced monitoring shows the whole application path, raise 95% of key issues proactively and allows detailed reporting and drill-down to show issues and long-term trends.

The most enjoyable and pain free experience

Our end to end digital systems and processes deliver Right First Time with clear, accurate bills.



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