

SIMPLIFYING THE COMPLEX

DELIVER HIGH-PERFORMANCE
APPLICATIONS WITH FLEXIBLE
DEPLOYMENT WITH IZO™ SDWAN
FROM TATA COMMUNICATIONS



TAKE TOTAL CONTROL OVER YOUR ENTIRE NETWORK

Applications. Clouds. Data sources. Connections. There's never been higher demands on your network. Yet traditional Wide Area Networks (WANs) often struggle to deliver consistent, high quality performance for end users. That means your colleagues – and even worse, your customers – could be dissatisfied with your service.

To be able to meet the growing and changing demand, you need to make your edge networks smarter and more flexible. But that can be costly and complex to implement, and it raises lots of questions too:

- How secure will any edge-to-edge network be?
- What visibility will you have over the entire network?
- Will you be able to gain any leverage from your legacy infrastructure?
- How can you be sure any solution you put in place is future proof?

With IZO™ SDWAN, your enterprise can rise to the challenges and be sure of optimum performance, security and visibility. Designed to get rid of the complexity, IZO™ SDWAN empowers you to seize the opportunities of smarter networking.

Unprecedented deployment and management

IZO™ SDWAN brings you access to a cloud infrastructure spanning 130 countries across developed and emerging markets. This means you can benefit from instant deployment and seamless management of your branch office networks, anywhere in the world.

End-to-end service and delivery

Our expert Service Delivery team makes implementation straightforward. With a global presence, we offer a consistent service across the world, managing everything from the initial assessment of your needs and the design of the solution, through to transition and migration.

Following deployment, we can also carry out monitoring and reporting, offering service support and giving you full visibility. By taking a proactive approach, we make sure you get the very best ROI and the best performance from IZO™ SDWAN.

Enjoy the benefits – from end to end

- Unleash agility – IZO™ SDWAN enables you to quickly respond and adapt to your customers' changing requirements.
- Leverage legacy – the service works seamlessly with hybrid WANs and cloud deployments, enabling you to get the most out of legacy branch office equipment as well as newer solutions.
- Bring down risk – eliminate the risks of constantly having to keep up with ever-changing technology and different vendors, with a future-proofed hybrid infrastructure.
- Meet your objectives – with a solution that's aligned to your business needs and that delivers a quicker ROI.
- Gain visibility – with a responsive and collaborative service that keeps you informed with reports on progress.



Choosing the network solution for your business

As you migrate to cloud, you need to make sure everything works across both your legacy networks and any new systems you put in place. Once you start adopting cloud applications like Amazon Web Services, Microsoft and Google platforms, you have to be sure that they work at every location – and on every device.

But while Software Defined Wide-Area Networking (SD-WAN) can bring you the agility, flexibility and quality of service you're looking for, a number of SD-WAN vendors are making promises that don't always add up. So before making any decisions, you should be aware of the specific challenges you'll need to address:

- **Cost vs. service:** it's vital that you balance the ongoing pressure to drive down costs while also improving customer service.
- **Global consistency:** with any SD-WAN roll out, you have to be sure that service and project management are consistent across your network. Sourcing equipment for global locations and working out the logistics can be extremely complex and time-consuming for any enterprise to take on by itself.
- **Reducing the risks:** you have to be sure that delivery is absolutely right first time – or run the risk of unexpected complications.
- **Optimising your network:** when moving to SD-WAN, it's vital that you have good visibility of all your applications. It may be a big ask, but you need to define the policies for every single application before you make the transition.
- **Security:** when you're moving from a closed environment to a more open one, you have to factor in the security implications and think about how everything integrates with your existing security structure.
- **Future-proofing:** SD-WAN technology is constantly evolving, so you need to be sure that the solution you choose is flexible enough to adapt.



THE SOLUTION: TATA COMMUNICATIONS' IZO™ SDWAN

IZO™ SDWAN works seamlessly with hybrid WANs and hybrid cloud solutions, leveraging your legacy branch office equipment and new technology to deliver a unique and scalable solution.

With our world-leading network, we're ideally placed to empower your business for digital transformation. By helping you automate, get on the cloud and get virtualised, we can support your plans for borderless growth, and deliver greater productivity and efficiency. You'll also see enhanced customer experience and engagement, along with fully controlled business risk. The benefits to your business are compelling:

- **Simplified branch infrastructure:** with consistent and reliable connectivity spanning different geographies and various networks across your whole organisation.
- **Enhanced end-user experience:** with 99.99% assured uptime over dual routing. Our uniquely designed underlay and overlay solution delivers an optimal user experience every time.
- **Consistent security policies:** we deliver consistent network and security policies through a centralised management platform.
- **Lower cost of ownership:** with a managed service to oversee customer edge locations in over 130 countries from a single place.

THE SIX STEPS TO IZO™ SDWAN DELIVERY

At Tata Communications, we take a collaborative and consultative approach – working closely with our customers to deliver the right solution to meet their business needs. Our global team of specialists will help you implement IZO™ SDWAN through a rigorous, step-by-step process.

Step 1: IZO™ SDWAN service assessment and design

We start by understanding your existing environment and defining your strategic business objectives.

Starting with the right design

Your business needs are unique. To ensure we meet them, we take care to ensure that the solution we devise is exactly right for you. Our experts will partner with you to manage the complexity layer on your behalf. They'll define and roll out the required policies and work across your organisation to ensure seamless delivery. Their main objective is to deliver the biggest return on your IZO™ SDWAN investment.

Access to deep knowledge and skills

We work through an innovation workshop, where we bring a breadth and depth of experience, including technical design architecture and solution architecture. We go through every step methodically to reduce any risk of the unknown. That could include site-by-site reviews, factoring in your needs for the future and the variety of technologies involved.

Step 2: IZO™ SDWAN service transition and migration

We make sure we have all the details we need to deliver an optimal service, enabling interoperability and smooth migration to the new solution.

An in-depth understanding

We collect information on your network topology, the LAN and WAN design, CPE and the security environment. We will also identify and understand your applications, traffic flow patterns, firewall rules and policies.

A smooth migration

We define the implementation and verification phases, along with defined test policy templates, application steering and security rules. We will also define parameters to measure the migration's success and give you a detailed walk-through of both the technical design and the risk management plan.

Optimising your ROI

We recommend the strategy that best fits your organisation's long-term vision as well as your immediate goals, while optimising your return on investment. With rigorous service testing we minimise disruption, while keeping your team informed on progress at every stage.

“Access to an IT consulting or advisory service around possible SD-WAN designs is also a good idea in order to learn from the experience of experts in the field.”

Source: Current Analysis 2016

Step 3: IZO™ SDWAN service delivery

We'll work in partnership with you, doing whatever it takes to deliver a successful transformation.

An end-to-end approach for smooth transition

Our end-to-end methodology covers everything you need, including initiation, planning and design, execution, monitoring and control, and closure.

Reducing time to market

We use automation to make delivery as speedy and effective as possible, specifically for the delivery of the live network, for testing and for compliance auditing.

Improved end-user experience

A uniquely designed underlay and overlay solution delivers 99.99% assured uptime over dual routing.

Simple, optimised access to applications

A single-pane-of-glass portal makes it possible to visualise the entire network, giving you full visibility and control.

Less equipment at your branches

With edge virtualisation, you can minimise the volume of equipment in your branches and accelerate roll-out of new applications and services.

Step 4: IZO™ SDWAN service consumption

Our aim is to create and sustain the very best experience for your business and your end users. We appoint a service manager to your business, who will constantly monitor, refine and improve our service.

Proactive visibility

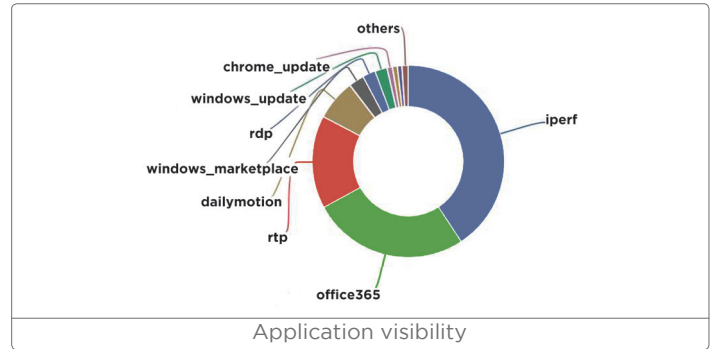
Using quality service reporting and proactive bi-annual audits, we will work with you to make sure our solution always matches your business needs. Application visibility will highlight bandwidth consumption for each application.

Increased agility

Our ongoing monitoring and support means we can quickly implement any SDWAN policy change across the entire network.

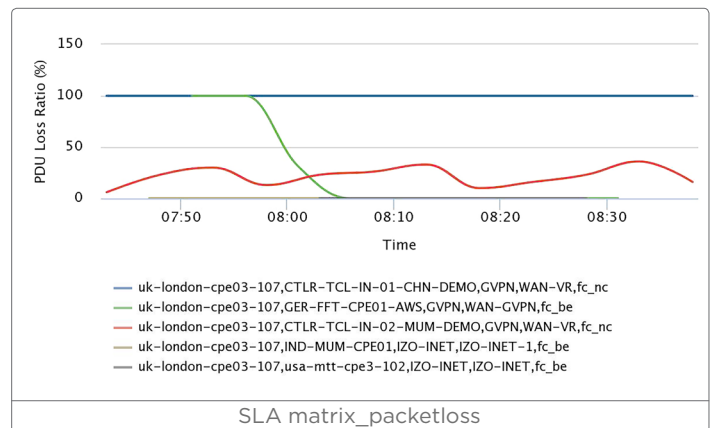
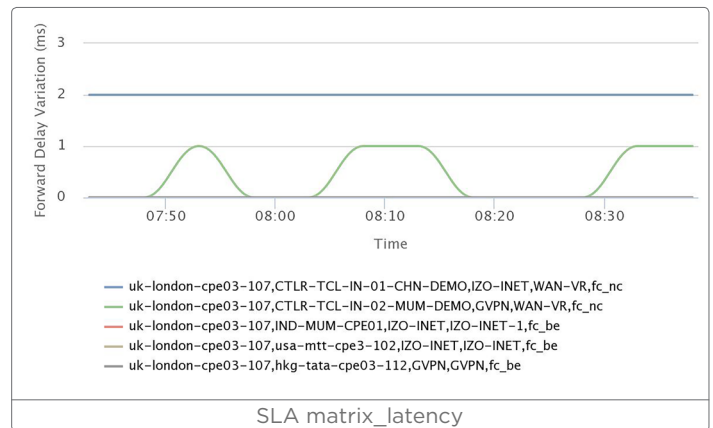
Giving you control

Our next generation self-service portal gives you access to an SDWAN dashboard, plus real-time granular reporting and automated application recognition for over 2,600 apps. You'll be able to proactively retrieve information and make changes based on your findings.



SLA compliance monitoring

We set and monitor defined SLAs, and your Service Manager will review service usage and end-user behaviour to recommend any changes and upgrades that will improve performance.



Future proofing

Your Project Manager will work alongside you to understand and anticipate your evolving business goals, using their expertise and knowledge to recommend upgrades and changes to support you.

Budget monitoring

Your Service Manager will take care of your IT financial management, making sure the SDWAN project stays within budget and reporting back to you at every stage.

Step 5: IZO™ SDWAN service support

One size does not fit all. We make sure to design the right service solution for your particular business requirements.

Proactively handling faults

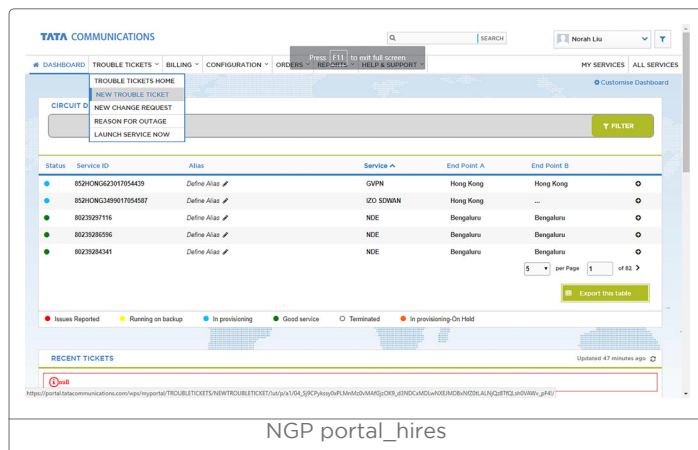
Easily handle day-to-day requests via our self-service portal. We can also help to anticipate and resolve any issues before they even reach you.

Access to specialist skills

We deploy a support system that meets the specific needs of your business, bringing best-in-class solutions and subject matter expertise right into the heart of your enterprise.

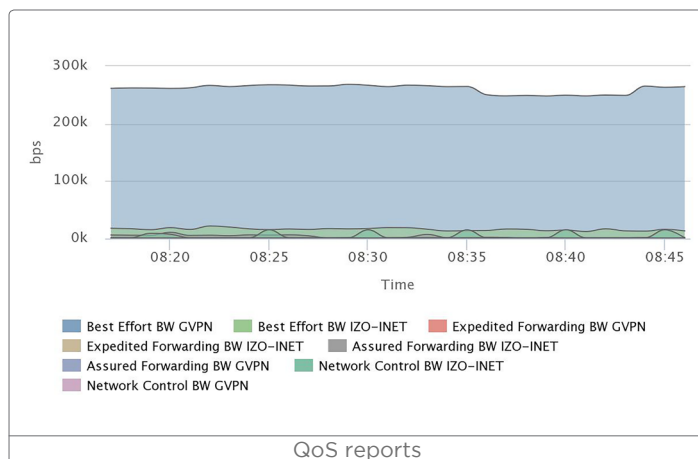
Empowered access

With access to the self-service portal, you can quickly resolve issues by creating trouble tickets, and cut time to market by engaging with support teams online.



Optimised service

Ongoing access to quality of service reports can help you optimise your network on an ongoing basis.



Step 6: IZO™ SDWAN service continuity

We continue to support your business going forward, keeping you up-to-date with developments which help you stay ahead of the curve, providing you with an competitive advantage.

Increased visibility

With bi-annual auditing as well as ongoing monitoring and reporting, we proactively spot issues before they become a problem. We review reports with you on a regular basis so that we can make decisions about optimising the service.

Supporting a digital business

We work with you to keep your solution relevant and address any changing trends in technology.

Legacy integration

Using SDWAN Cloud Gateways, we make it easy to integrate with existing Cisco networks.

Resilient strategy

Our proactive reviews plus built-in resilience, traffic steering and application resilience ensure ongoing continuity.

THERE'S A WHOLE TATA COMMUNICATIONS TEAM BEHIND YOU

By acting transparently and accountably, we make sure we deliver on all the commitments we make to you. Each member of our team has specific, defined roles and will do everything they can to make IZO™ SDWAN a success for your business.

- Technical Design team – you will have a single point of contact for all the technical aspects of the service.
- Project Management team – they will work collaboratively with you to ensure your project is delivered on time and on budget.
- Dedicated Service Manager – a trusted expert and your first port-of-call, they will focus on making sure the project is a resounding success.
- Customer Support Analyst – they work alongside the service management team to provide technical advice and ensure that your network remains fit for purpose.
- Dedicated Support Desk – 24/7/365 support, monitoring and managing your capacity, identifying any risks and escalating as required.

TAKE THE NEXT STEP IN BUILDING A SMARTER NETWORK

Find out how we can help you achieve high performing applications and flexible deployment with IZO™ SDWAN.

Visit - <https://www.tatacommunications.com/services/cloud/data-centre-services/izo-sd-wan/>



“DIY SD-WAN is likely to have more hidden costs than sourcing a fully managed solution. This is because providers of managed services should have the experience in place to propose an accurate project budget and will have foreseen and calculated circuit sizes in advanced networking planning consultations.”

Source: Current Analysis 2016

ABOUT TATA COMMUNICATIONS

Tata Communications Limited (CIN no: L64200MH1986PLC039266) along with its subsidiaries (Tata Communications) is a leading global provider of A New World of Communications™. With a leadership position in emerging markets, Tata Communications leverages its advanced solutions capabilities and domain expertise across its global and pan-India network to deliver managed solutions to multi-national enterprises, service providers and Indian consumers.

The Tata Communications global network includes one of the most advanced and largest submarine cable networks and a Tier-1 IP network, as well as nearly 1.5 million square feet of data centre and collocation space worldwide.

Tata Communications' depth and breadth of reach in emerging markets includes leadership in Indian enterprise data services and leadership in global international voice.

Tata Communications Limited is listed on the Bombay Stock Exchange and the National Stock Exchange of India.

For more information, visit us at www.tatacommunications.com

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