



Managed Enterprise Software Defined Networking

Service Definition

Software Defined introduction

At the heart of any digital transformation is the need for IT to innovate and respond at the speed of business. The legacy world of manually controlled, labour intensive IT cannot deliver this. In the digital age IT needs to be controlled and automated by software.

Whether cloud-based or on-premise, today's leading organisations are automating IT services through software-defined architectures.

SDA

SDA simplifies the enterprise network by providing a single network fabric, from the edge to the cloud managed through policy-based automation for users, devices, and things. SD-Access makes networking much more powerful by decoupling users and physical locations, enabling business to achieve their outcomes through intent-driven policies, whilst at the same time simplifying security through end-to-end segmentation. Further, all tasks can be achieved via a single web-based dashboard or programmatically, both via the same set of APIs.

ACI

Cisco ACI is a highly secure architecture that delivers centralised application-based policy automation, management, and visibility for physical and virtual networks. ACI simplifies operations, and network connectivity across on-premise and multi-cloud environment, providing consistent policy management and visibility across the entire infrastructure. WhiteSpider's leading expertise in designing, delivering and managing ACI fabrics across the world ensures our customers can quickly and securely transform to single fabric across any cloud or on-premise data centre. Managed Software Defined infrastructure

SDWAN

Businesses today are driven by an increasingly mobile workforce, with data and applications running across multiple public and private clouds, as well as on-premise data centres. Wide Area Networks (WANs) continue to be a critical component of any business infrastructure, but traditional WAN architectures were not built to meet the needs of today's modern enterprise where SaaS and IaaS workloads reside outside the corporate network. SD-WAN architectures can not only overcome the limitations of traditional WANs but also open the route to an automated network driven by a centrally managed policy for all users and applications that will make your IT leaner and more agile

Multi-vendor capabilities & certifications

Supporting copy: WhiteSpider maintains extensive expertise across a broad technology ecosystem, with certifications and experience spanning Cisco, Juniper, Fortinet, Palo Alto, and Arista.

What we provide

WhiteSpider's SD Managed services enable you to rapidly access the benefits promised by software defined technologies, whilst taking out the risk and cost of achieving this. WhiteSpider's experts will design, configure and manage your network with your capabilities and objectives in mind, ensuring you can meet business outcomes and prepare your infrastructure for the future.

The real time and proactive management and monitoring of your infrastructure

Building on the capabilities provided by the Software Defined solutions, our monitoring and management service gives visibility into the entire infrastructure, from the physical underlay to the application overlay through one central platform. Custom developed for managing software defined solutions, our solution provides real-time information and historical network and application behaviour data, enabling customer to manage capacity, plan, audit, troubleshoot and undertake network planning.

Agile Support: Support when you need, where you need it

WhiteSpider is as flexible as required. Our service tiers ensure we can provide the support model that best suits your business needs and can be adapted as your requirements change. This support will be a quick response to any fault, anywhere on your network. Our agile approach means one of our experts are always available to provide support where and when it is required.

Bespoke DevOps integration

WhiteSpider has developed a bespoke DevOps team who work closely together, allowing us to shorten the time taken to provide continuous system development and feed this back into your infrastructure where required. This integration has already enabled some of our clients to further develop and change their systems creating quicker and easier ways to view and manage their infrastructures.

Access to industry expertise

Whichever relationship you choose to have with us, you gain access to staff with specialist skills. With WhiteSpider your team, through our TDA Helpdesk, has direct access to our specialist consultants, engineers and support teams who have both the training and real-life expertise across a wide range of industry sectors.

Toolsets for a Software Defined generation

Merlin: Monitoring and Management designed for Software Defined infrastructure

Merlin is WhiteSpider's bespoke platform that has been developed specifically to provide deeper visibility of data traversing the infrastructure. By deploying this across the estate, Merlin will give continuous access to device, network and application performance. Some callout features include:

Realtime event visualisation

Our log and event analytics tool enable us to gain act in real-time on the untapped data in your infrastructure. Capturing all state changes and inputs into managed devices and, coupled with other data elements and methods, provides multiple vectors to monitoring and management that enhanced operational performance and increases security posture.

Automated backups & recovery space

Through scheduled or user initiated scans, it automatically captures changes to configurations which can then be compared to stored configurations and ensure rapid restoration to devices as required.

CMDB

The CMDB provides the database and capabilities to manage all supported devices. It is the engine for usage, reporting and billing and provides insights into End of Life and security posture through integration with vendor APIs. It allows for Automated Device Management

Service offering

Our service tiers are designed to give our customers the flexibility in how the services are delivered. We provide a range of service tiers that will suit any customer and business requirement.

Consumption tiers.

These are models around how the service is delivered.

- 'As a service' model where WhiteSpider owns and manages the infrastructure and provide it as an OpEx consumption do the customer.
- Outsourced. The customer owns the infrastructure but fully outsources all management to WhiteSpider.
- Self-Managed: entire solution is owned and run by the customer, with WhiteSpider carrying out management and monitoring.

Support tiers.

These are the features and functions that are delivered in the service

Service	Premium	Premium+
Service Desk	✓	✓
Management Portal	✓	✓
Hardware Maintenance	✓	✓
Fault Remediation	✓	✓
Responsive Underlay & Overlay Monitoring	✓	✓
Service Management	✓	✓
Lifecycle Management	✓	✓
Change Management	✓	✓
Configuration Management	✓	✓
Software Management	✗	✓
Capacity & Performance Management	✗	✓
TDA Helpdesk	✗	✓
Vulnerability Management	✗	✓
Event Visualisation	✗	✓
Policy Management	✗	✓

Service transition

WhiteSpider uses a proven methodology for the onboarding of services to ensure that the service transitions efficiently to the support team. WhiteSpider will undertake the following steps for this transition:

1. Allocate the key staff to be involved in the support:
 - a. Service Desk customer lead who will be engage with the customer during the transition and into support.
 - b. Service Manager who will manage the service delivered to the customer from first order and ensure SLAs are managed.
 - c. Escalation contacts for issues
2. Obtain a baseline of the existing environment (the "as is" state). We are aware that the outgoing support team may or may not be under contractual obligation to co-operate with the in the knowledge transfer process. WhiteSpider will undertake an audit to gain a comprehensive understanding of the supported estate.

This data is stored in our CMDB and knowledge repository for easy access anytime by all support staff
3. Establish communication and interfaces between the customer and WhiteSpider including:
 - a. Remote access
 - b. Monitoring and data collection from the customer infrastructure
 - c. Altering details
 - d. Service desk and escalation contacts
 - e. Portal setup and access

WhiteSpider brings you industry leading expertise, a flexible approach along with toolsets and processes for a software defined generation to enable deliver a transformational support capability to your organisation.



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