



Managed Data Centre Networking

WhiteSpider Managed Services

Software Defined data centre networking

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

Streamlined management

With traditional data centre networking, IT teams must individually manage each component of the network. But with SDN administrators can manage the network centrally and holistically. The controller serves as a single point of management, providing access to all configuration, management, monitoring and health functions.

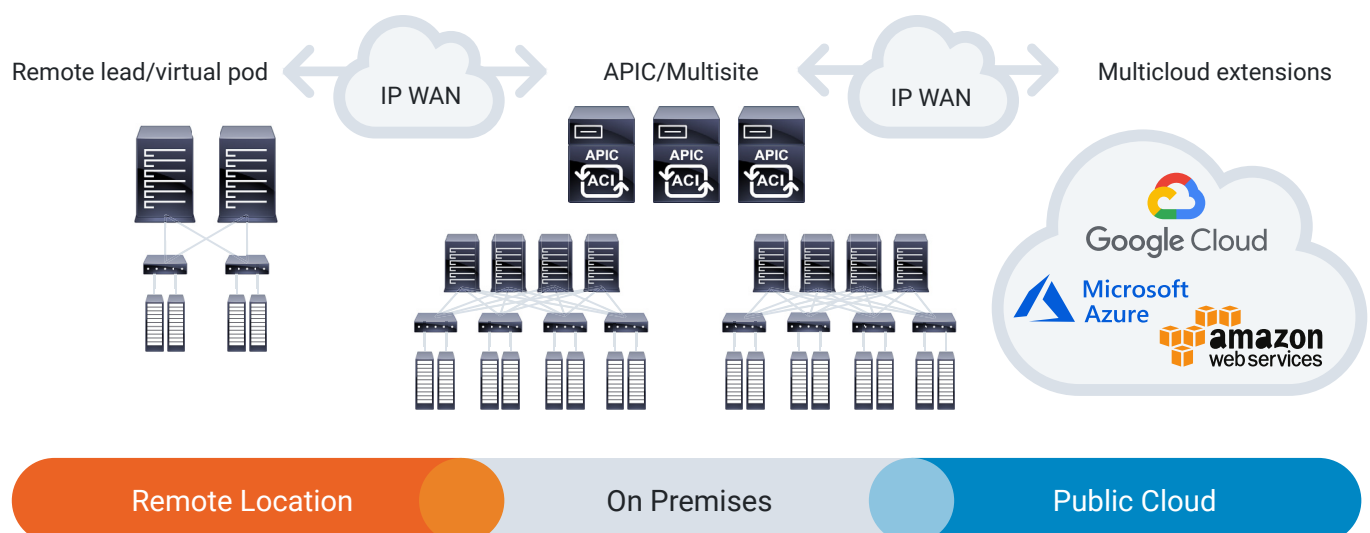
This cuts down on the time that IT teams need to devote to network management and also significantly reduces the risk of configuration problems caused by human error. With the average outage costing hundreds of thousands of dollars, organisations should be doing all they can to prevent such problems, and embracing SDN is an effective way to do so.

Enhanced automation

The automation enabled by SDN can save data centre teams enormous amounts of time, which they can then devote to other essential projects that add business value to the organisation. Using SDN, data centre administrators can use a predefined script to push a configuration to devices throughout the data centre fabric. In addition to automating fabric deployment and configuration, data centre teams can leverage SDN to automate repetitive tasks such as patching and updating, helping to save time and reduce errors.

Support for multiple active locations

SDN allows organisations to stretch their data centre fabric across multiple locations, resulting in an active-active environment (meaning that the data centre architecture doesn't rely on a single path or function). In this sort of setup, multiple data centres function as active application sites, each of them capable of servicing an application at any time. This dramatically improves resource availability and application resilience.



Managed services overview

Proactive, full lifecycle management

Our management system, Merlin, provides full real-time visibility of physical and virtual, cloud and on-premises infrastructure, giving detailed insight into the current and potential performance. Merlin provides unified visibility and analytics to view and manage device performance and lifecycle.

Flexible, usage based models

Whether you have an existing support team and just need intermittent expert support, or if you need a fully outsourced, OPEX model, our tiered services and flexible pricing enable you to consume the service to suit your business needs.

Analytic, AI driven tools

With an intuitive interface and highly customisable search function, support teams can rapidly troubleshoot faults, identify potential issues and undertake root cause analysis across the DC network.

Expert, personalised support

With our dedicated engineers that we align to your business we ensure the first line support has detailed knowledge of your estate, which is backed up by industry leading technical experts with deep solution knowledge.

Multi-Vendor Capabilities

Our team has industry leading capabilities across a range of vendor technologies, including Cisco ACI, Cisco NDFC, Arista and Juniper.

Why managed services

How do organisations gain value from managed services providers?

Access to skills and expertise

Managed support teams have in depth skills and experience in the technologies supported, gained from working with many organisations.

Ongoing observability and response to issues:

With dedicated teams continually viewing your infrastructure, managed service teams can rapidly respond to issues and performance degradation.

Automate operations:

Some managed service providers have the ability to automate response and resolution of issues, improving overall service performance to users.

Greater flexibility and choice:

Managed services provides ability for organisations to flexibly in-source or out-source elements of their infrastructure, and adapt cost models to suit their needs.

Overcome skills and talent gap:

Many organisations have challenges recruiting and maintaining talented IT staff. Leveraging a managed services provider can help overcome this.

Service packages

		Standard	Premium	Premium+
Foundation Services	Service Desk	✓	✓	✓
	Management Portal	✓	✓	✓
	Pathfinder	✓	✓	✓
Visibility & Insight Services	Underlay and Overlay Reactive Monitoring	✓	✓	✓
	Proactive Capacity & Performance Management	✗	✓	✓
	Event and Log Management	✗	✗	✓
Operational Support Services	Incident Management	✓	✓	✓
	Change Management (Token Based1)	✗	✓	✓
	Software Management	✗	✗	✓
Assurance Services	Service Management	✗	✓	✓
	Management Dashboards	✓	✓	✓
	Configuration Management	✗	✓	✓
	TDA Consultancy	✗	✗	✓
Device Management & Protection Services	Lifecycle Management	✓	✓	✓
	Admin Changes	✗	✓	✓
	Vulnerability Management	✗	✗	✓
Optimisation Services	Application Flow	✗	✓	✓
	Device Optimisation	✗	✓	✓
	Policy Management	✗	✗	✓

Key service highlights

Event Log Management

Merlin encompasses a real time log analytics service which enables faster issue identification and improved security posture. The platform captures all state changes and inputs across the managed estate, and with intuitive and granular search capabilities, issues, potential issues and security threats can be rapidly isolated.

Lifecycle and Vulnerabilities

We provide real-time information and alerts regarding the lifecycle status of every device across the network. Ensuring you can plan migrations and renewals. We notify you in real-time of vulnerabilities that have been identified by the vendor, enabling you to make immediate decisions on the security of your estate.

Change and Software Management

Whether this is WhiteSpider's team taking the full process and implementing all changes, or just reviewing and approving changes that are implemented by your internal teams. We ensure that your infrastructure is kept up to date and protected with vendor software, testing and deploying software updates.

TDA Consultancy

There may be situations that you face where your team simply needs advice, guidance, or confirmation. As part of our service, our consultants and SMEs are available on an ad hoc basis to ensure you have access to highly trained, technical, and non-technical resources.



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