



MANAGED SD-WAN SERVICE FOR ENTERPRISE AND PUBLIC SECTOR CUSTOMERS

RESILIENT, SECURE AND
APPLICATION-AWARE WIDE AREA
NETWORKING

Service Overview

SNO's Managed SD-WAN service delivers enterprise-grade wide area networking designed for organisations that depend on secure, resilient and high-performance connectivity across distributed sites, cloud environments and remote users.

The service replaces traditional, static WAN architectures with an intelligent, software-defined approach that dynamically optimises traffic across multiple connectivity types including MPLS, broadband, DIA and 4G/5G. By continuously monitoring network conditions and application performance, the Managed SD-WAN service ensures critical business applications receive optimal performance while maintaining strong security controls and operational visibility.

Backed by SNO's experienced network and service operations teams, the Managed SD-WAN service provides end-to-end ownership of design, deployment, monitoring, optimisation and incident management, enabling organisations to modernise their networks without operational complexity.

The service is purpose-built for enterprise and public sector organisations that require predictable performance, strong governance, auditability and dependable operational oversight.

What You Get

Application-Aware Traffic Optimisation

The Managed SD-WAN service intelligently steers traffic based on real-time application and network conditions rather than static routing rules.

- Continuous monitoring of latency, jitter, packet loss and link availability.
- Dynamic path selection based on application performance requirements.
- Prioritisation of mission-critical applications such as voice, video, SaaS and line-of-business systems.
- Automatic failover between links to maintain service continuity.

Multi-Link Resilience & Performance

SNO designs and operates resilient WAN architectures that maximise availability and performance.

- Active-active use of multiple underlay connections.
- Seamless failover without user intervention.
- Optimised use of lower-cost broadband links alongside private circuits.
- Support for branch, campus, data centre and cloud connectivity.

Integrated Security & Network Segmentation

Security is embedded directly into the SD-WAN fabric to protect traffic across all sites.

- Encrypted tunnels between sites and cloud environments.
- Policy-based segmentation to isolate users, applications and services.
- Secure breakout to internet and cloud services.
- Alignment with zero-trust and least-privilege networking principles.

Network Incident Management & Customer Communications

SNO provides full ownership of network incidents through a structured Incident Management process designed to minimise business impact and restore service rapidly.

Each incident is owned by a dedicated Service Delivery Manager (SDM) or NOC Team Lead, acting as the single point of accountability throughout the incident lifecycle. All incidents are managed through SNO's Service Desk, ensuring clear governance, traceability and consistent communication.

Situation updates are provided by the network operations teams, with Service Alerts and Status Updates distributed at agreed intervals based on incident severity and customer impact. All investigation, mitigation and restoration actions are logged within SNO's Service Management platform, providing full transparency and audit readiness.

SNO's primary objective is to restore stable and optimised network operations as quickly as possible, prioritising service availability and application performance before agreed service levels are breached.

Lessons learned from incidents are reviewed and, where appropriate, used to refine routing policies, application definitions and performance thresholds through the formal Change Management process.

Automated Optimisation with Expert-Led Operations

SNO's Managed SD-WAN service combines real-time automation with expert human oversight.

- Automated detection of degraded links and performance anomalies.
- Policy-driven traffic steering without manual intervention.
- Analyst-validated alerts to focus on real service impact.
- Expert troubleshooting across underlay connectivity, overlay routing and application performance.
- Formal Root Cause Analysis (RCA) for high-impact or recurring incidents.

Full SD-WAN Lifecycle Management

SNO manages the complete lifecycle of the SD-WAN service.

- Network assessment and design aligned to business and application requirements.
- Structured onboarding of sites and cloud environments.
- Centralised visibility into site status, link health and application performance.
- Secure decommissioning of sites and connectivity services.

Policy-Driven Control & Governance

Network behaviour is governed through clearly defined and auditable policies.

- Application-based routing and prioritisation policies.
- Role-based access control (RBAC) aligned with least-privilege principles.
- Segmentation policies aligned to organisational and compliance requirements.
- Full visibility of policy changes and enforcement.

Configuration & Change Management

SNO operates the Managed SD-WAN service under a formal Configuration and Change Management framework to ensure network behaviour remains predictable, controlled and auditable.

Configuration Management includes:

- Establishment of secure baseline configurations for SD-WAN devices and routing policies.
- Centralised management of network, application and security policies.
- Continuous validation of configuration integrity to detect drift or unauthorised changes.
- Secure versioning and documentation of all configuration items.

Change Management

All changes to SD-WAN configurations, policies or network design are governed through SNO's formal Change Management process.

- Risk and impact assessment prior to implementation.
- Emergency changes follow an expedited approval process with post-implementation review.
- Full logging and documentation of all approved changes.

Customers are provided visibility into material changes that may impact performance, availability or security posture.

Improved Performance & Reduced Network Risk

The Managed SD-WAN service actively improves network performance and resilience by:

- Reducing reliance on single connectivity providers.
- Eliminating static routing bottlenecks.
- Improving application performance consistency.
- Reducing mean time to detect and resolve network issues.

Built for Resilience and Continuity

SNO's Managed SD-WAN service is designed to support business-critical operations.

- Resilient management and control plane architecture.
- Continuous monitoring of service health and performance.
- Business Continuity and Disaster Recovery (BCDR) planning and annual testing.

Seamless Integration with Your IT Ecosystem

Where required, the service can integrate with your existing tools and platforms, including:

- Network monitoring and analytics tools.
- Security platforms and enforcement solutions.
- Cloud connectivity and virtual network environments.
- IT service management and ticketing systems.

*** Integration scope subject to separate scoping and agreement.*

Clear Reporting & Audit Readiness

Service Performance & Operational Metrics

SNO provides clear, structured reporting to ensure visibility into SD-WAN performance, service effectiveness and SLA adherence. Reporting supports operational teams, service owners, executives and auditors.

Reported metrics include:

- Link availability, utilisation and performance trends, including latency, jitter and packet loss.
- Application performance visibility and traffic prioritisation effectiveness.
- Site-level and service-level availability metrics.
- Incident volumes, severity, response and resolution timelines.
- Mean Time to Detect (MTTD) and Mean Time to Restore (MTTR).
- Automated failover and traffic steering events.
- Change activity and service improvement tracking.
- SLA adherence and service outcomes.

Trend analysis is included to identify recurring issues, capacity constraints and optimisation opportunities.

Reporting cadence

- Monthly operational reporting covering performance, availability, incidents and changes.
- Quarterly executive service reviews highlighting service health, trends and improvement actions.
- Annual or on-demand audit and compliance reporting providing evidence aligned to governance and regulatory requirements.

Service Levels (At a Glance)

SLA Metric	Target
Network Event Detection	< 5 minutes
Operational Response	< 30 minutes
Traffic Failover	Automatic
Root Cause Analysis	< 7 days (High / Critical Incidents)
Reporting Delivery	As agreed

Operational Service Elements (At a Glance)

Service Element	Availability	Description
Service Desk Management	24x7x365	Acts as the single point of contact for all incident reporting, service requests, and operational queries related to the Managed SD-WAN service. Ensures consistent intake, tracking and governance of all customer interactions.
Incident Management	24x7x365	Manages network incidents to minimize business impact by restoring secure operations as quickly as possible. Incidents are handled using a structured, repeatable incident lifecycle aligned with agreed service levels.
Escalation Management	24x7x365	Ensures functional and hierarchical escalations are executed within defined KPIs to maintain response momentum, service assurance and stakeholder visibility.
Event Management	24x7x365	Proactive monitoring and handling of network events and alerts generated by SD-WAN telemetry, link performance metrics and application monitoring across the supported environment.
Account Manager	Mon-Fri 08:45-17:30	A named Account Manager provides commercial oversight and acts as an escalation point during core business hours.
Service Delivery Manager	Mon-Fri 08:45-17:30	A named Service Delivery Manager (SDM) is responsible for operational governance, SLA oversight, incident accountability, and service performance reporting and acts as an escalation point during core working hours.
Technical Account Manager	Mon-Fri 08:45-17:30	A named Technical Account Manager provides technical oversight of the SD-WAN service, supports optimisation activities and acts as an escalation point for complex technical matters during core working hours
SLA Management	Included	Definition, monitoring and reporting of response, resolution and service availability targets aligned with the Managed SD-WAN service levels.
Customer Portal Access	Included	Secure access to SNO's service portal for incident logging, service requests, status visibility and reporting access.

Performance Management	Included	Continuous monitoring of network, link and application performance to ensure service objectives are met and to support capacity planning and optimisation.
Availability Management	Included	Ensures the Managed SD-WAN service delivers agreed levels of availability and resilience to support business-critical connectivity and applications.
Change Enablement / Release Management	Included	Controls changes to SD-WAN configurations, routing policies and platform updates to minimise risk while maintaining performance and operational stability.
Service Request Management	Included	Handles standard operational requests as part of business-as-usual service delivery through defined request workflows.
Problem Management	Included	Identifies underlying causes of recurring network incidents and performance degradation, implementing corrective actions to reduce future impact.
Security Management	Included	Oversees risks related to the confidentiality, integrity and availability of network traffic, control planes and SD-WAN security controls.
Asset Management	Included	Maintains visibility and lifecycle control of SD-WAN devices, virtual appliances and associated connectivity assets, supporting capacity planning and secure decommissioning.
Configuration Management	Included	Maintains controlled, auditable SD-WAN configurations, including baseline definition, change tracking and configuration integrity monitoring.
Release Management	Included	Ensures operational readiness for new SD-WAN features, platform enhancements and policy updates while minimising service disruption.
Service Reporting	Included	Comprehensive monthly reporting covering incidents, performance metrics, SLA adherence and service trends across all service elements.

Why Choose SNO's Managed SD-WAN Service for Enterprise and Public Sector?

SNO's Managed SD-WAN service enables organisations to modernise their networks without the complexity of operating them in-house. By combining intelligent, application-aware networking with resilient design and expert operational oversight, we deliver secure, high-performance connectivity that supports digital transformation, cloud adoption and mission-critical services. While maintaining governance, compliance and operational confidence.