

Orchestrating a brighter world

NEC

A flexible, highly available managed network infrastructure

NEC LAN as a Service



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A highly available, managed network infrastructure with a single, predictable monthly price

Background

Local Area Network (LAN) infrastructure today forms the backbone of communications for all major organisations. IT Departments are expected to deploy network solutions that will provide full functionality and security into the next decade, however traditional capex-based purchase models lack the flexibility to adapt on-demand.

Businesses are finding it increasingly difficult to forecast future requirements for items such as capacity, security requirements, network growth and/or consolidation, BYOD initiatives and compliance. To remain competitive, organisations need a way to invest in critical LAN infrastructure that offers end-to-end flexibility while protecting valuable capital.

Common Challenges

- Single services organisation accountable for ongoing delivery and support activities of the Lan-as-a-Service (LANaaS) solution across all components
- Choice of service options that allow the business to match how it will access the network and what features it will leverage
- Committed service levels to ensure that you can communicate to your employees when LAN infrastructure issues will be resolved
- Support from engineers and staff that are experienced and trained in relevant network technologies ensuring that all potential issues are resolved quickly with long term recommendations to prevent re-occurrence
- On-demand elastic service capable of growing with your company's needs
- Proactive reviews to ensure the health of LANaaS infrastructure
- Stuck in a continuous cycle of network upgrades and refreshes to keep up with the latest technology trends and to maintain end of life aging infrastructure

Technology Overview

LANaaS is designed to provide on-demand network services to businesses. Unlike regular network connectivity services which typically involve high capex and fixed bandwidth usage charges, LANaaS offers an affordable alternative where subscribers pay monthly charges based on services consumed.

LANaaS makes it possible to consume network services without the need to own any of the infrastructure and related in-house IT administration, support and operations functions.

Customers gain operational benefits from a centralised ordering portal and network wide policy enforcement. They also enjoy greater flexibility, resource optimisation, scalability, network efficiency and cost savings.

In addition, LANaaS can also provide greater analytics and disaster recovery options that may be difficult to deploy in a standalone setting.

Service Overview

NEC LANaaS addresses the need for modern consumption based managed network services model, enabling large customer wired and wireless infrastructure to operate efficiently. For a fixed port/device/user charge you get guaranteed availability, reduced support response times and access to NECs extensive infrastructure expertise.

LANaaS is a standardised, SLA-based package from NEC's Enterprise Architecture Solutions portfolio. For a simple, attractive, monthly port price, NEC Australia will assume responsibility for the planning, migration and operation of your local area wired and wireless network (LAN).

You benefit from a highly available, managed network infrastructure with a single monthly price that includes associated services. All this, plus maximum flexibility - depending on your needs, NEC Australia can tailor its vendor agnostic services to your own infrastructure or to furnish you with the necessary hardware for the term of the contract.



Service Overview

Features & Benefits

An integrated, easily accessible common service portal

Customers will be able to procure LANaaS through the centralised NEC Service Catalogue Portal. The NEC Service Catalogue Portal offers users a simple process for ordering, delivery, tracking and a clear method for resource management. All users across the enterprise will have clear and full visibility into each service request lifecycle - from initial order to decommissioning of services.

Comprehensive monitoring, policy-based configuration and performance management

Leveraging the established NEC Service Desk and ITIL aligned processes to ensure cost and process efficiencies and continuity of service across LANaaS, Managed LAN and IaaS.

Multi-site Ethernet support and Wi-Fi connectivity

Highly available Ethernet switches will be implemented at each site providing multi-agency Ethernet and Wi-Fi connectivity and enabling flexible business facilitating integrated service delivery.

A single point of contact for all device support needs

To eliminate the challenge and inherent service delays of managing multiple and disparate vendor contracts.

Incident management

This means more than simply fault reporting. To achieve faster incident resolution, NEC tracks the progress of incidents to ensure they are efficiently routed or escalated as necessary.

Multi-vendor support

NEC provides one integrated support service for all your needs irrespective of the technology platform in use. This provides our customers with a consistent service interface that makes it simpler and easier to obtain the support needed to optimise system usage whenever and wherever that support is needed.

By providing multi-vendor support to the customer, our vendor agnostic approach ensures any technology gaps are minimised.

Operating System (OS) / firmware upgrades

NEC provides capability to upgrade your network devices. This means devices perform to their full potential while maintaining access to the latest OS features.

24x7 remote monitoring, technical support and onsite support

As well as monitoring your network, customers will receive technical expertise around the clock, either via phone or web portal, thus ensuring that your systems keep running.

Network Management

This includes problem management, change management, release management, availability management, capacity management & service continuity.



NEC provides the capability to upgrade your network devices

Why NEC?

NEC has worked with a number of our customers to deliver a broad array of Managed Services and Transition Services. We have consistently delivered, even when faced with differing business drivers, drawing from our broad range of expertise to successfully transition each organisation all the way to the Cloud.

We're proud of our capability to continuously assess our customers' ICT footprint and deliver optimised platforms that deliver cost-effective services and enhanced capability.

NEC's 24x7 Infrastructure Operations Centre (IOC) has been providing both remote and onsite monitoring and maintenance services for over 20 years. This has allowed us to refine our policies, processes and tools whilst ensuring our people are highly trained and well-experienced in the maintenance of NEC and multi-vendor equipment and data network environments.

The team developing and implementing the LANaaS solution understands the reality of delivery. We have experiences in largescale networking engagements for large enterprise and Government customers.

There is a commitment to work closely with customers to ensure business needs are understood. We aim to provide a seamless transition and ensure existing ICT investments are leveraged where possible, whilst moving towards a highly available, secure, automated digital future.

Service Packages

		Essential	Standard	Premium
Support	Support hours	8:30 to 17:00 Mon to Fri	7:00 to 21:00 Mon to Sat	24x7x365
	Public holidays	✗	✗	✓
Pricing unit		Per Wired Port / Per Access Point		
Billing cycle		Monthly		
Service desk		24x7	24x7	24x7
Service portal		✓	✓	✓
Remote support		✓	✓	✓
Alarm monitoring		✓	✓	✓
Service level management		✓	✓	✓
Maintenance services		✓	✓	✓
Equipment procurement		Fixed pricing	Fixed pricing	Fixed pricing
Reporting type - options		Basic / Advanced	Basic / Advanced	Basic / Advanced
Reporting frequency		Monthly	Monthly	Monthly

Additional Services

- Consulting
- Projects
- Security
- Wireless Survey



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