

## SERVICE OVERVIEW

# XO Managed Services

## Benefits:

- Reduce unexpected downtime and performance issues
- Get monitoring and management— for your own routers, routers on other provider networks, or XO-provided routers
- Lower your upfront capital investments and maintenance expenses
- Gain broadband failover from the XO IP-VPN to your existing broadband Internet connections
- Predict ongoing network maintenance costs over time
- Count on the XO Managed Services team to expand oversight of configurations and performance monitoring

Maximize return on network investments, reduce costs, and free up time to concentrate on the core focus of your business.

## Boost Your Network Hardware Performance

Surging demands for enhanced IP and data applications are straining the consistent availability and performance of business networks. XO IP-VPN customers can improve network operations, capacity planning, and efficiency by outsourcing the time-consuming, technical aspects of maintaining the network.

## Manage Configurations Efficiently

The XO Network Operations Center (NOC) and the XO Managed Services team will provide configurations and installation for your own network hardware devices, or for XO-owned hardware, on your network. XO Managed Services configuration management includes:

- Testing and validation of devices
- Installation of on premise and remote devices
- Security including IPsec configuration and activity logs
- Change control processes
- Router configuration management
- ICMP and SNMP polling every five minutes
- Router hardware and software asset management
- Support for customer specific requirements

## Benefit from Technical Expertise

Your Managed Services experts at XO gather complete configuration data and evaluate changes using specialized tools and applications designed specifically for these tasks.

Professional services for complex routing circumstances and network customization are available. These services may include network hardware devices other than routers, custom reporting, or portal personalization.

## Respond Quickly to Network Events

In the rare event that you experience a disruption in your network, XO pinpoints, diagnoses, and troubleshoots issues to help you achieve a quick and effective resolution.

Event monitoring includes:

- Alerting you of issues within 15 minutes
- Identifying, isolating, and analyzing root cause
- Prioritizing severity of issues as they relate to network performance
- Managing trouble-tickets and escalation of problem issues
- Logging, tracking, and reporting of incidents

## Achieve Greater Visibility

For more in depth network performance, you also have the option of adding XO Applications Performance Management with your XO IP-VPN service.

Applications Performance Management is a powerful suite of diagnostic tools that provide unparalleled network, application, and Voice over IP visibility across your entire network.

## Achieve Network Redundancy with Failover Configuration and Management

If you have broadband Internet connections from cable, DSL, or other providers in your network, XO can also provide a broadband failover solution. This capability gives your business continuity from your XO MPLS IP-VPN connections to your existing broadband Internet connection.

With this option, you gain full configuration support for failover and restoration, as well as the use of the XO Managed Security and Hosted Security services to ensure that your data is secure within the failover environment.

## Rely on the Network Enabled Cloud

Through XO, you can achieve an intelligent network solution that delivers the performance, security and visibility you deserve. Backed by a highly resilient, performance driven architecture, XO will design a network that helps you:

- Deliver higher volumes of data
- Improve mission-critical application performance
- Eliminate network bottlenecks
- Monitor your network, and improve security
- Extend the reach of your network
- Provide a powerful network platform
- Seamlessly access cloud resources

XO puts it all together to deliver a turnkey, tension-free, smart network for your organization.

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Give us a call today at [877-617-2111](tel:877-617-2111) or visit [xo.com/managed-services/](http://xo.com/managed-services/)

**XO Communications** is a leading nationwide provider of advanced communications, managed network and IT infrastructure services for business, large enterprise and wholesale customers. These customers include more than half of the Fortune 500, in addition to leading cable, mobile wireless and domestic and international telecommunications companies. XO offers a superior customer experience through its innovative data and IP solutions, its employees' focus on customers and the proven performance of its advanced network.



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