



# Managed Wireless LAN Service for Cisco Meraki

Meraki simply works. We simply make it work better.

Scalable and secure, this service extends the full capability of our global, platform-delivered Managed Network Services to the edge of your infrastructure

### Service overview

Our Managed Wireless LAN Service for Cisco Meraki is designed to deliver maximum value from your investment in Meraki technology. It will ensure the network connectivity and application availability needed to realize the benefits of enhanced workforce productivity and customer engagement. Inherent security features such as secure VPN access and rogue access protect against malicious intrusion, and unauthorized activity 365 days a year.

Leveraging our networking expertise and global resources, we have combined the cloud management capability of Meraki with our management platform, tools, and processes. We integrate the API's presented by the Meraki dashboard into our IT service management system through a proprietary NTT microservice. This ensures proactive, automated management and consistent event and incident monitoring and notification.

Scalable and secure, this service extends the full capability of our global, platform-delivered Managed Network Services to the wireless LAN. It will support the management of hundreds or even thousands of access points, switches, and MX appliances across multiple sites and countries.

Manage Centre provides a window into your service, providing near real-time management insight and self-generated graphical reporting 24x7. This unified management portal also provides asset lifecycle and request management tracking, ensuring you have the data you need to make timely and informed decisions.

It would be so simple if you only had to manage Meraki ... **but your network is much more complex than one platform.**

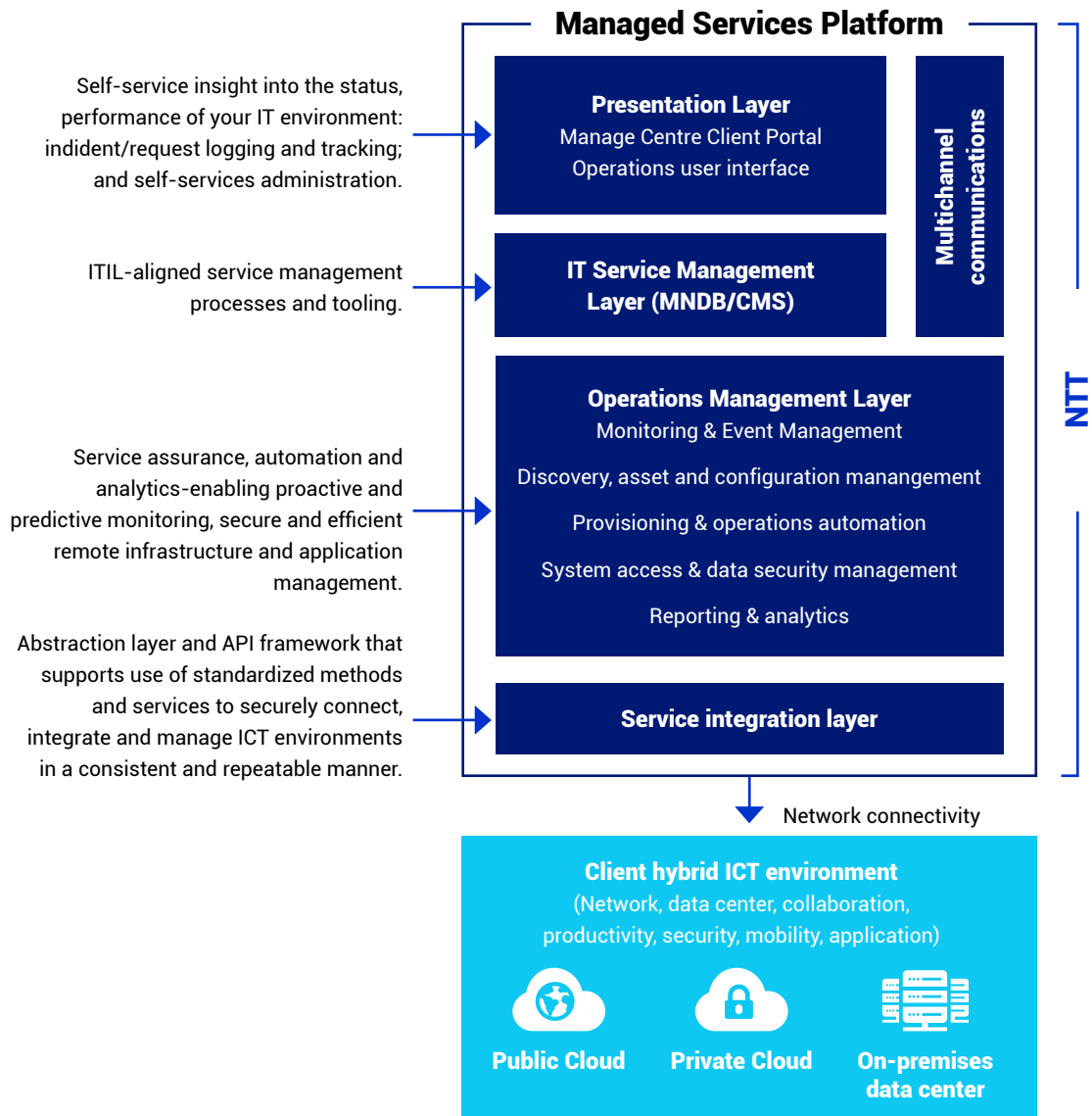
### Business Outcomes

Business outcomes	Benefits
Reduction in operating expenses associated with the day-to-day operation of your wireless LAN infrastructure.	Our operations team and skills development programs ensure we are consistently keeping pace with technology innovation and focused on high-quality service delivery.
Reduction in capital expenditure associated with the integration of your wireless infrastructure.	Integration of the Meraki Dashboard APIs into our highly automated management platform and tools assures you that service-affecting incidents are accurately and quickly detected and resolved.
Enhanced end-user experience and productivity across the wireless LAN estate.	Our expert resources, tools, and processes are designed to ensure improved mean-time-to-restoration (MTTR) and consistent availability across your wireless network.
Data-driven near real time management insight and graphical reporting available 24/7	Manage Centre provides a unified management view across multiple vendor technologies and managed services.

## How we deliver

Our platform-delivered Managed Services are built upon an ITIL-aligned standardized and integrated service delivery model.

Full lifecycle service delivery is supported by Global Service Centers, leveraging zero-touch operational automation and management toolsets designed to mitigate risk of human error and accelerate operational efficiency. Jointly agreed key performance measures are adhered to throughout the lifecycle of your managed service, from service transition to adoption



## Managed Wireless LAN Service for Cisco Meraki provides:

<b>Wireless device monitoring</b>	<ul style="list-style-type: none"> <li>• access point monitoring, alerting and reporting</li> <li>• switch monitoring, alerting, and reporting</li> <li>• MX appliance monitoring, alerting, and reporting</li> </ul>
<b>Incident management</b>	<ul style="list-style-type: none"> <li>• identification and remediation of wireless device failures and issues</li> <li>• documentation of incidents from start to closure</li> </ul>
<b>Change management</b>	<ul style="list-style-type: none"> <li>• documentation and evaluation of changes and impacts</li> <li>• prioritization and implementation of changes</li> </ul>
<b>Rogue access point detection</b>	<ul style="list-style-type: none"> <li>• scanning for rogue access points and alerting.</li> <li>• remediation of rogue access points, if applicable</li> </ul>
<b>User access and notification</b>	<ul style="list-style-type: none"> <li>• Administration of Meraki dashboard access</li> <li>• Password reset</li> <li>• Administration of Meraki email notification</li> </ul>
<b>Heat maps</b>	<ul style="list-style-type: none"> <li>• Administration of heat maps</li> </ul>
<b>Content filtering*</b>	<ul style="list-style-type: none"> <li>• Configuration of URL categories support</li> <li>• Whitelisting specific URL sites</li> <li>• Blacklisting specific URL sites</li> </ul>
<b>Wireless Intrusion protection System(WIPS)*</b>	<ul style="list-style-type: none"> <li>• Configuration of Intrusion Prevention System (IPS) policies support</li> <li>• WIPS monitoring, alerting, and reporting</li> </ul>
<b>SD-WAN*</b>	<ul style="list-style-type: none"> <li>• Device and VPN monitoring and alerting</li> <li>• Application control administration</li> <li>• Intelligent path control administration</li> </ul>
<b>Firewall**</b>	<ul style="list-style-type: none"> <li>• Device and VPN monitoring and alerting</li> <li>• Security policy administration</li> </ul>
<b>Malware*</b>	<ul style="list-style-type: none"> <li>• Malware monitoring, alerting, and reporting</li> </ul>

(\*) Requires management of the Meraki MX appliance

## Why NTT?



### Global Cisco partnership

We have a longstanding strategic relationship with Cisco and continuously invest in the highest levels of certification globally.



### Long standing client relationships

We manage over 9,000 IP networks, supporting over 13 million users across the globe, working with 85 of the top 100 global companies.



### Networking expertise

Over 30 years of experience designing, integrating, supporting and managing multivendor enterprise networks. We integrate with our tier one vendor ecosystem at API level to build our managed services, ensuring optimum performance and seamless management across multiple technologies



### R&D Investment

USD 3.6bn per annum R&D investment in service development.