



Managed Network Services

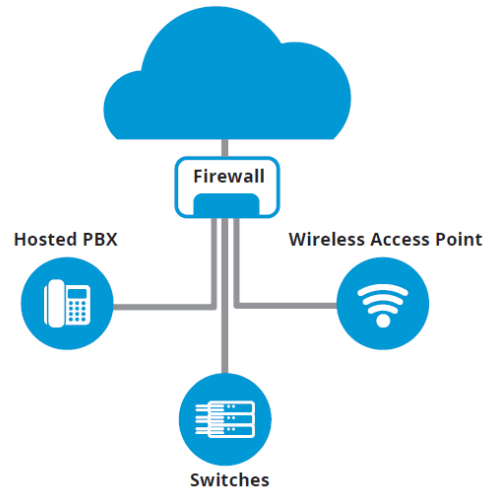
Is your business struggling with ...

- Unpredictable expenses with multiple products, vendors, and contracts to manage?
- Expensive in-house or on-demand IT resources to troubleshoot and fix problems?
- Limited in-house expertise to install, configure, manage, and optimize the network?
- Increased risks of downtime impacting productivity, customer service, revenue, and reputation?
- Enable smart queuing for enhanced QoS
- Legacy equipment and software impacting performance?

Focus on your business while we manage your network

Urbanfibre's Managed Network Services offer an end-to-end, fully monitored and managed high-speed network solution with built-in security, a 99.9% service uptime guarantee, and just one point of contact for everything. Flexible, subscription-based pricing offers the choice of scalable and secure high-speed internet—from 100 Mbps to 10 Gbps—with ultra-reliable, state-of-the-art switches, routers, and access points.

All services include dedicated account managers, 24x7x365 monitoring, and one number to call for fast access to expert technical support. Subscriptions cover routine maintenance and scheduled equipment upgrades, together with proactive monitoring and speedy problem






resolution. Our end-to-end, managed network services offer a rapid but smooth onboarding experience with full installation, configuration, and migration services—as required—to meet your unique needs.


Whether you're looking for high-speed internet or managed network services, we know that you expect more than just hardware and a link from your IT partner. As an extension to your high-speed internet and managed network services, we also offer affordable, secure, and resilient colocation as a seamless extension for all of your application and data requirements.


Urbanfibre's Managed Network Services

High-speed connections, resilient, state-of-the-art networking equipment, subscription-based pricing, and 24x7 monitoring and expert support work seamlessly together in a managed environment to give you the reliable, high-performance access your business demands.

-  **One, single point of contact**
Eliminate finger-pointing, vendor conflict, and lengthy outages with a single point of contact for all availability and performance problems. One call does it all.
-  **End-to-end ultra-fast, ultra-available connectivity**
Urbanfibre's high-speed— from 100 Mbps to 10 Gbps, or faster— Internet connections accelerate critical applications, integrate web-based services, and keep your staff productive with a 99.9% service uptime guarantee and 4-hour MTR.
-  **Subscription-based pricing**
Urbanfibre's subscription-based contracts offer one low price for all your network requirements: internet, switches, router, firewall, access points, equipment upgrades, and maintenance.

Expert support minimizes downtime costs and eliminates the overhead of in-house IT staff or expensive consultants retained to resolve minor issues.

 **Proactive monitoring and support**
Urbanfibre proactively monitors your internet, network, and network equipment with state-of-the-art tools for potential issues. An 8x5, business-hours help desk offers fast access to the networking and IT expertise your employees require. Intuitive software allows Urbanfibre to quickly provision your gateways and APs, map out networks, manage system traffic, and provision additional devices as required.

 **24/7/365 security**
Urbanfibre's Managed Network Services offers advanced firewall policies to protect your network and its data, virtual network segments for security and network traffic management, site-to-site VPN for secure encryption of private data communications traveling over the Internet, and QoS prioritizing for voice and video traffic to ensure clear calls and lag-free, video streaming.



Fully Managed Equipment Options

Router/Firewall <ul style="list-style-type: none"> Powerful performance Secure communications QoS for Enterprise VoIP and Video 	Security Gateway, Router, Firewall, VPN, QoS				Basic Services		
	Option	Line rate	Processor	Installation			
	#1	3GHz	Dual-core, 500 MHz	Wall-mountable		99.9% availability Tier 2 support 4-hour MTR	
#2	4GHz	Dual-core, 1 GHz	Rack-mountable				
Switches (PoE+ Gigabit) <ul style="list-style-type: none"> Switching performance PoE+ flexibility Fiber connectivity 	#/type of Ports (PoE+/Passive PoE)					Throughput in Gbps	Basic Services
	Ports	PoE	Power (W)	SFP	SFP+		
	8	4	60W			8	99.9% availability Tier 2 support 4-hour MTR
	8	8	150W	2		10	
	16	16	150W	2		18	
	24	24	250W	2		26	
	24	0	250W	2		26	
	48	2	500W	2	2	70	
Access Points	Wireless Access Point, 802.11ac, 3x3 MIMO, 5GHz + 2.4 GHz					Basic Services	
						99.9% availability Tier 2 support 4-hour MTR	

Urbanfibre's Managed Network Services promise

Subscribing to Urbanfibre's Managed Network Service gives you the technology and support you need to:

- Mitigate the risk of downtime with state-of-the-art equipment and proactive services
- Ensure rapid troubleshooting and problem resolution with a single point of contact
- Reduce IT support costs with a low, fixed rate encompassing upgrades, repairs, and replacements

- Enhance end-to-end security with on-demand updates to stop internal and external threats
- Increase business productivity and reduce IT stress with 24x7x365 monitoring
- Guarantee 99.9% availability with direct, Tier 2 support, and 4-hour MTR (Mean-Time-to-Repair)
- Get up and running fast with rapid, seamless onboarding by highly-trained and professional technical IT staff