



## Mosaic NetworX SD-WAN White Glove Service

We usually associate the term “white glove,” with service that goes above and beyond the normal. One that brings everything to the customer and leaves no detail to chance or overlooked. This perfectionist approach is how Mosaic NetworX describes the way we do business with our customers. By offering an SD-WAN white glove service, we show our customers that we care about getting their network and application delivery infrastructure right, from beginning to end.

Mosaic offers flexible SD-WAN service options that let the customer tailor their SD-WAN according to their business and technical needs. Mosaic offers stand-alone SD-WAN edge products, carrier-delivered SD-WAN as-a-Service, and Mosaic SoftWave® carrier-neutral SD-WAN as-a-Service. Mosaic’s SD-WAN white glove service is about providing customers with the level of service they require, and then exceeding their expectations.

Mosaic’s stellar white glove SD-WAN service includes an impressive and comprehensive array of business-boosting benefits, including:

- Fault-tolerant technical WAN design
- Dedicated pre/post sale engineering support
- Dedicated project implementation management
- Professional on-site SD-WAN installation
- Configuration and activation
- Pro-active SD-WAN and Internet circuit monitoring and management 24/7/365
- 100% invoice accuracy with SLA guarantees

### Customer Engagement

Mosaic SD-WAN service deployments are always customized to meet the expectations and requirements of our clients. With every SD-WAN deployment, the assigned engineering and implementation teams conduct a client kick-off meeting. During this meeting, we discuss deployment best-practices and establish customer expectations. Upon completion, we deliver a customized project plan detailing deployment milestones and achievements. We also provide weekly status updates throughout the process, to ensure optimal delivery of the solution.

Mosaic white glove service starts with communication and planning with the customer, across our internal technical teams. Prior to the sale, our sales and solutions engineering teams



work with the customer to validate the goals and deployment architecture.

Once we are engaged with the client, deep dive architecture planning sessions occur, where the deployment is mapped out in detail. This includes identifying how SD-WAN fits into the customer's overall network architecture. VLANs, subnets, public connections, are all mapped out, down to which ports they will terminate on the SD-WAN devices, as well as where they interface with upstream and downstream devices.

An overall network diagram is provided, based on the information gathered for the customer and any other stakeholders, to approve prior to deployment. Mosaic works with customers to identify their business applications, and develop any business policies and/or firewall rules that will be deployed on the SD-WAN devices.

On deployment day, the SD-WAN devices arrive preconfigured with all of the VLANs, subnets, and policies previously outlined. The Mosaic engineering team works hand-in-hand with the customer's team to bring the devices online, integrate them into the network, ensure they meet expectations and solve the underlying problems.

The SD-WAN appliances and associated circuits, regardless of whether or not the circuits were purchased from Mosaic, are added to our 24/7 network operations center (NOC) for monitoring of errors and issues. Mosaic's global NOC can often identify and resolve issues prior to customers noticing or reporting them.

The Mosaic administrative model is one of shared administration, if the customer desires and has the technical expertise. This means that we do not lock our customers out of accessing the SD-WAN controller admin console for changes or monitoring. We will work with customers to make changes on

their behalf, act as a technical resource when they want to make their own changes, or we will take their requirements and execute them as needed. Often, we work with customers in a fashion that is a combination of all of these.

Post deployment, additional follow up from the sales and engineering teams ensures everything is going well, and identifies any needed follow up or configuration changes.



## A Reference Architecture Establishes Best Practices

The network architecture is the cornerstone for all of our SD-WAN service deployments. It's our strong belief that our customer's existing network architecture should be taken into account, when designing a new SD-WAN solution. To that end, we establish a "reference architecture", which is a set of documents that project managers, engineers, and others within the enterprise can refer to for best practices. This enables Mosaic to more easily address dynamic, and abstract network architectures.

The reference architecture includes the design and implementation guidance needed for custom applications, cloud, voice and WAN design. With this well-documented approach, we are able to expedite deployment, and meet the needs of all associated user groups - including security, networks, servers, applications, and development teams - and their logical components and interrelationships.

