

Accelerate Your Business

with Global Carrier Management Services



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Overview

Traditional networks, cloud, IoT and mobility, have made enterprise networks increasingly more complex. This is exacerbated by time-consuming manual processes; setting up, configuring, and troubleshooting network problems. Network management issues distract companies from focusing on innovation and important business-enabling technology initiatives.

SD-WAN is rapidly being deployed to simplify network complexity, improve reliability, and lower costs. While SD-WAN simplifies the aggregation of multiple circuits, it also adds complexity, with more carriers to work with, more circuits to purchase, provision and monitor, and more support organizations to coordinate.

There are many factors companies face in managing multiple carriers. They might have a half-dozen or more carriers, each with separate contact numbers, support organizations, and internal processes to manage and coordinate. They may have to grapple with carriers pushing back with inflexible conditions and stringent contract terms. Enterprises don't want their IT staff spending endless hours configuring and troubleshooting network and carrier issues.

Network Security



SLA Management



Lower Costs



What do GCM services provide for my company? —▶



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Global Carrier Management Services

Small and mid-size enterprises have limited financial and IT resources, yet they face many of the same WAN challenges as large enterprises, that have a more robust infrastructure and budget. IT personnel spend countless hours on the phone with carriers, and handle the time-consuming manual processes of setting up, configuring and troubleshooting network issues. They have multiple carriers to contact, coordinate tickets and conduct intrusive testing, in an effort to get issues resolved. With all of these challenges, many enterprises are utilizing the expertise of global carrier management (GCM) services, that offer:

✓ **Offloading of low-level networking tasks, and proactively monitoring large enterprise networks**

Every carrier has their own escalation processes that can be difficult to coordinate. GCM services will develop formal escalation procedures to streamline multiple carrier management workflow. And depending on the GCM service, they can manage and monitor both on-net and off-net circuits, the applications that run on the circuits, and the devices that operate the circuits.

✓ **Fully managed networks to small enterprises with no IT resources**

✓ **Co-managed networks for mid-sized enterprises with limited IT resources**

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In-house Versus Outsourced GCM Services

The infrastructure and labor costs required to build and support an in-house global carrier network management department is expensive, and it is often difficult to hire and keep highly skilled people. Even with a fully staffed department, the company may not have the systems and expertise in place to meet ever-changing applications and network requirements, while simultaneously preparing for network maintenance, and other ongoing tasks.

It is very costly to have around the clock network support coverage. Without it, companies are vulnerable to a network brown-out or black-out that may occur in a far-off country, after normal business hours at the central corporate office. Beyond IT responsibilities, there are many tasks required of finance and legal departments for carrier onboarding, including:

Negotiating Multiple MSA's – sometimes for one circuit

Incurring enormous legal expense to negotiate individual contracts

Extended time to negotiate MSA's sometimes 3 to 6 months, causing major delays in deployments

There are over 2700 carriers (LECs, CLECs, RLECs, Broadband, Fixed Wireless, etc.)

Acquiring carrier profiles

Setting up banking information

Additional stress and workload for the AP department managing purchase orders

Time required for every invoice to be downloaded through multiple carrier billing portals





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In-house Versus Outsourced GCM Services

When performance SLAs are overlooked, companies lose their SLA credits. Depending on the network, this can represent thousands of lost dollars. This is particularly true, if the IT team doesn't have time to run down root cause analysis of the issues. This is where GCM services add value, by proactively monitoring SLA performance for all carriers, and ensuring the customer receives the credits they deserve.

A GCM service will manage planned maintenance for all circuits and all carriers. When companies aren't focused on scheduled circuit maintenance and network device software updates, they will be unprepared. A GCM service will proactively inform them and coordinate maintenance windows. They will manage this for all their carriers, so when a circuit is unavailable during maintenance, the customer is informed and ready.

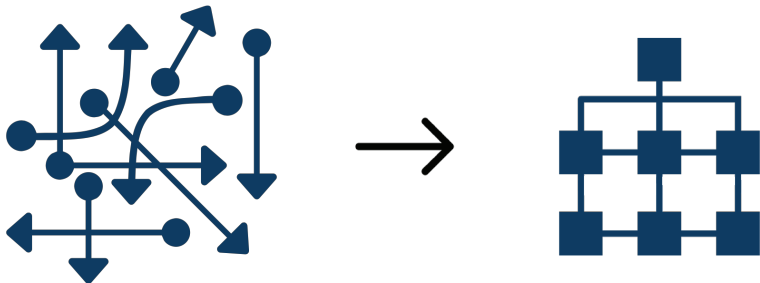
Working with a GCM service can offer a more efficient, and cost-effective alternative. Companies can save 25 percent or more on IT-related costs, by taking advantage of global carrier managed services.

“Companies can save 25% or more on IT-related costs, by taking advantage of global carrier managed services.”

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Mosaic NetworX

As a provider of global carrier managed services, Mosaic believes complexity is the enemy of innovation and execution. When layers of complexity are removed — simplicity and agility emerge. We transform network infrastructure from a complicated, build-your-own model, to a simplified managed service model.



Mosaic removes layers of complexity by streamlining and simplifying the management and monitoring of secure, global networks, with:

- ✓ **A carrier-class monitoring platform that scales to support small, medium and large enterprises**
- ✓ **An integrated suite of management and security systems, and a proprietary monitoring platform that supports SD-WAN, with diverse carriers and circuits, applications, services and network devices**
- ✓ **Proactive monitoring of SLA performance for all carriers, ensuring customers receive the credits they deserve**
- ✓ **Offloading of low-level networking tasks, and proactively monitoring large enterprise networks**

About Mosaic NetworX Cont. →



Accelerate Your Business With Global Carrier Management Services

We Are Your Frontline Protector & Advocate

GCM services are controlled through Mosaic's USA-based network operations center (NOC), that supports networks around the world. The Mosaic NOC is a centralized location, with a fully redundant facility for carrier-grade reliability and performance, proactive around the clock monitoring, maintenance and service desk support.

Our technicians meticulously look for anomalous network activities, making adjustments, with our extensive tools, systems and resources. When issues arise, we create alert tickets that identify and categorize them, based on severity, alert type and other criteria. Small and mid-sized in-house IT departments typically don't have such robust resources and capabilities. Therefore, they are unable to respond to emergency situations as quickly and efficiently.

A help desk is a call center that responds to customer questions and support calls. Rather than simply a help desk, Mosaic's NOC provides back-end maintenance, problem resolution and support.

We don't just respond to problems, we proactively look for issues, to ensure network uptime and optimal performance. More often than not, if a network problem occurs, we fix it before customers are even aware of it. The Mosaic NOC provides carrier-grade reliability, around the clock monitoring and service desk support:

Engineers and technicians are responsible for monitoring network health, availability, security and capacity. Mosaic continuously makes proactive decisions and adjustments to ensure optimal network performance, security and reliability are achieved.

Mosaic is responsible for circuits we procure. And if a customer is under contract with another carrier, we can monitor those circuits, too. This is quite different from a large carrier, that will not monitor circuits from another carrier.

Mosaic offers diverse networks throughout the world, including TDM or Ethernet Private Line, MPLS, VPLS, Dark Fiber, Broadband Internet and LTE Wireless.

Being carrier agnostic allows Mosaic to have integral carrier relationships, and negotiated wholesale contracts with over 400 carriers worldwide. This enables us to provide the best connections based on proximity, price, deployment time and service quality.

About Mosaic NetworX Cont.

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Mosaic NetworX

Mosaic NOC capabilities include:

Application software installations, troubleshooting and updating

Email managed services

Patch management and whitelisting

Network discovery and assessments

Backup and storage mgmt.

Firewall and intrusion prevention system (IPS) monitoring and mgmt.

Antivirus scanning and remediation

Shared threat analysis

Performance reporting and improvement recommendations

Optimization and quality of service reporting

Voice and video traffic management

Network infrastructure is complex. However, these challenges have become opportunities for Mosaic. We developed our business to deliver the reliability, consistency, and agility that organizations demand.

Mosaic becomes an extension of your organization. Using our specialized technical and business skills, and deep networking and telecom industry knowledge, we provide the guidance you're looking for to achieve optimal network connectivity. Our proven, process-driven methodologies, ensure diverse networks easily scale with your organization, improving user productivity and providing seamless access to the cloud, to meet your varied business needs.



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