



# CONNECTING PEOPLE

Software-Defined Wide Area  
Network from Emircom

2023



# NAVIGATE UNCERTAINTY WITH A DYNAMIC AND ADAPTABLE WAN

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Recent events have demonstrated the importance of flexibility in navigating an unpredictable business landscape.

Circumstances such as repeated lockdowns, remote work, and the need to adapt to new opportunities quickly have emphasized the crucial role that network infrastructure plays in supporting these changes.

As we have reached the end of the situation, businesses must proactively prepare for the next wave of trends or disruptions. Many organizations have realized the benefits of flexible work

arrangements, resulting in increased performance and productivity, and are unlikely to return to traditional working methods.

A rigid network infrastructure can hinder a company's ability to address the growing demands of remote and mobile work, application distribution, and cloud migration.

Software-Defined Wide Area Network (SD-WAN) technology offers businesses the adaptability they need to maximize the various options at their disposal, enhancing not only efficiency and performance but also generating long-term cost savings.



# CHALLENGES OUR CUSTOMERS ARE FACING

As an increasing number of applications transition to the cloud, it has become more crucial than ever to swiftly deliver the appropriate data to its intended destinations.

Traditional WANs are no longer suitable for today's complex routing and hybrid network architectures.

The modern network must provide end-to-end security, ensure optimal cloud application performance, and enable users to access relevant data sources rapidly and efficiently.

## APPLICATIONS AND THE ACCELERATION OF 'CLOUD ON-RAMP'

Hybrid cloud infrastructures and applications necessitate adaptable and secure connectivity that offers exceptional performance and management across various applications, users, and locations.

## VISIBILITY AND CONTROL

A substantial demand already exists for analytics to propel proactive network operations and enhance user experience; however, this does not occur independently. Organizations must swiftly respond with easily accessible data

## PEOPLE AND THE USER EXPERIENCE

Individuals require the ability to work 'anytime-anywhere' while utilizing an increasing number of applications. Transitioning to the cloud demands rapid access to pertinent data from appropriate sources.

## IT SECURITY AND COST-EFFECTIVE COMPLIANCE

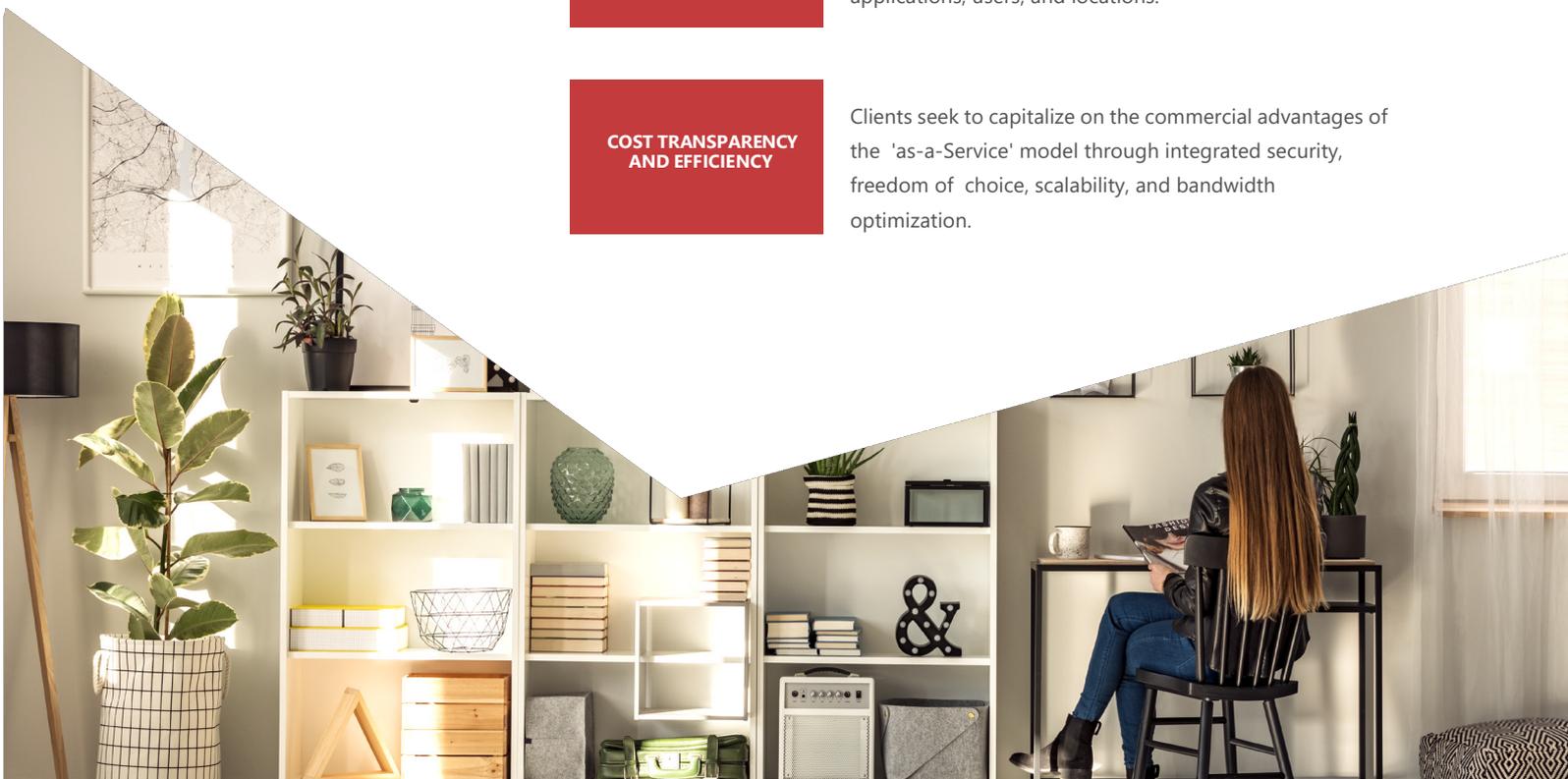
Contemporary work settings mandate a more flexible and secure method of operating within and among a diverse array of applications and devices. Comprehensive protection is essential for the entire digital fabric, ensuring compliance without compromising performance – all at an affordable and predictable cost.

## SCALE AND AGILITY

More and more organizations operate on a global scale, necessitating the capability to manage network traffic with diverse performance and security requirements across applications, users, and locations.

## COST TRANSPARENCY AND EFFICIENCY

Clients seek to capitalize on the commercial advantages of the 'as-a-Service' model through integrated security, freedom of choice, scalability, and bandwidth optimization.



# SOFTWARE-DEFINED WIDE AREA NETWORK IS LEADING THE WAY

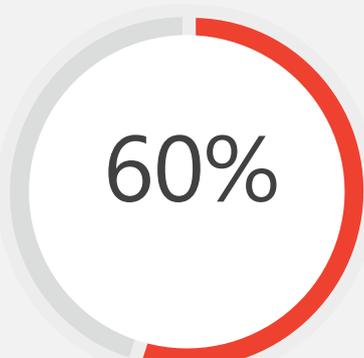
Software-defined networks are a fundamental move away from traditional networks with specific hardware functions to software that provides network wide features, functions, and policies easily applied using automation.

Software-Defined Networking changes the way we think about, plan, deploy, and operate networks to best meet business needs.

## SELECTING THE IDEAL PARTNER FOR YOUR COMPREHENSIVE SD-WAN SERVICE

By providing all-inclusive SD-WAN services, we strive to facilitate a smooth transition for your organization. Our experts design, procure, and implement the solution across multiple locations, mitigating initial challenges while enhancing network performance and maintaining maximum uptime. The true advantage lies not only in the SD-WAN results but also in the comprehensive service offerings.

**As Emircom takes responsibility for service delivery, your organization can reallocate resources to other value-adding areas within the business.**



60%

BY 2024, TO INCREASE AGILITY AND ENHANCE SUPPORT FOR CLOUD APPLICATIONS, 60% OF ENTERPRISES WILL HAVE IMPLEMENTED SD-WAN -UP FROM LESS THAN 20% TODAY.

Gaspar Valdivia, Senior Director Analyst, Gartner



# DELIVERING NETWORKS END-TO-END

## EMIRCOM'S SOURCE, TRANSFORM AND MANAGE

### INDEPENDENT NETWORK EXPERTISE, CHOOSING THE MOST SUITABLE PRODUCTS FOR YOUR REQUIREMENTS

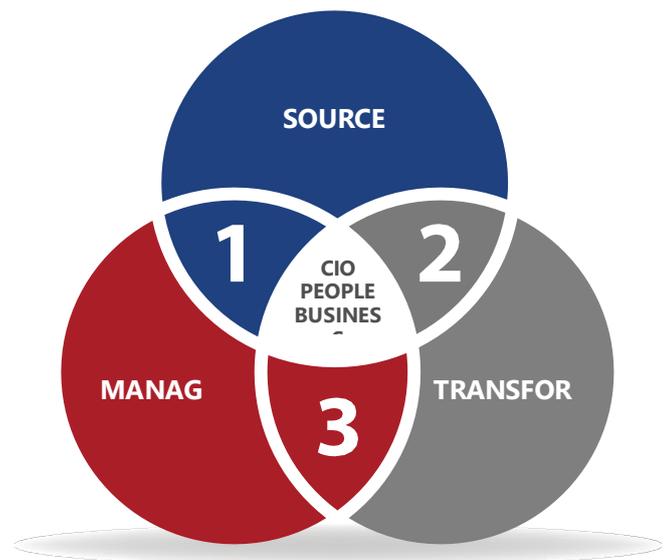
- Assisting with technology choices as part of our advisory services
- Depend on our reliable, strategic collaborations with all leading network vendors

### TRANSFORM

- Over 700 experts and networking consultants are available to support your journey.
- Experienced consultants lead advisory services, tailoring the solution, approach, and strategy
- Our consulting and networking services world class
- Comprehensive design, build, and deployment services with established global capabilities

### MANAGE

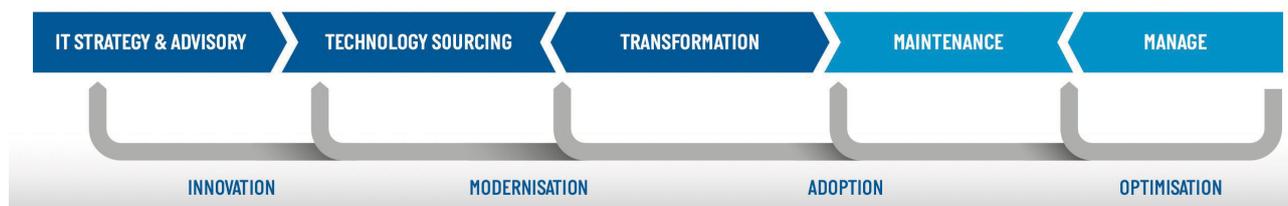
- Administration of the SD-WAN fabric, policies, security, and backend infrastructure
- Exceptional expertise in managing network infrastructure
- Proactive, round-the-clock monitoring and event services to optimize network availability and efficiency
- Cost-efficient support through automation, utilizing a combination of on-site, near, and offshore resources



# ENRICHING CONNECTIVITY

## EMIRCOM'S OFFERING WILL SET YOUR TRANSFORMATION APART

Each SDN encompasses a physical layer component, making it crucial to select a networking partner that boasts experience, versatility, adaptability, and a track record of success. As reliable specialists in diverse networking domains, SDNs represent one of the numerous approaches we employ to elevate network management experiences.



### IT STRATEGY AND CONSULTATION

Our expert services and pre-sales teams collaborate with clients to facilitate advisory discussions. We offer valuable insights and advice regarding the initial scope of any SD-WAN needs, recommended solutions, and the ideal use cases to address the clients' unique challenges.

### TECHNOLOGY PROCUREMENT

We partner with clients to establish and concur on the extent and magnitude of any SD-WAN implementation. Our assistance includes pricing, licensing, and acquisition of the defined SD-WAN products.

### TRANSFORMATION

After determining the service scope and obtaining the necessary licenses, our expert services team will finalize the design and deploy the managed SD-WAN solution.

### MAINTENANCE

Our maintenance service safeguards our clients' most vital assets that are responsible for delivering crucial information and business operations. We exhibit flexibility in addressing critical network disruptions, ensuring their resolution without causing additional impacts on clients or significant stakeholders.

### MANAGEMENT

Our network management services are part of a broader array of Workplace, Security, Data Center, and Cloud services, all integrated through a tested IT Service and Operations management framework. We provide our managed services globally, utilizing either our own skilled professionals or client resources. We employ highly proficient and certified individuals with a robust global presence and unparalleled industry expertise.

# HOW WE DELIVER THE SERVICE

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In collaboration with Cisco, we present our Managed SD-WAN service offering, which encompasses extensive hybrid VPN services and access to Emircom's private global backbone as well as regional data center hubs, all powered by Cisco technology.

Cisco provides a platform that unifies underlay and overlay services into a subscription-based service proposition, administered under a single supply contract held by Emircom. This global platform is established through high-quality, in-country, and international telco-partnerships. By merging the top features of

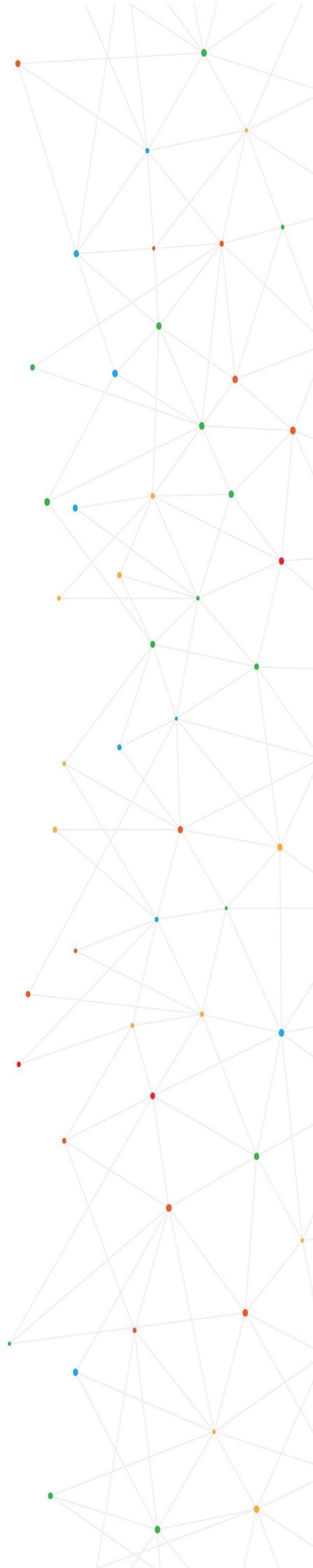
Cisco SD-WAN technology with Emircom's worldwide infrastructure, delivery partners, and toolsets, Emircom creates, constructs, and manages the SD-WAN fabric for customers as a comprehensive end-to-end managed service.



# TIERED SD-WAN SERVICES

Emircom offers 3 tiers of flexible and comprehensive Managed SD-WAN Services :

Silver Tier	
SD-WAN Basic Operations and support with Cisco Essential license	
Supported SD-WAN Technology	Cisco Meraki SD-WAN, Cisco SD-WAN
Network Commissioning	✓
Service Provisioning	✓
Guest WIFI	✓
Standard security (IPsec, FW & IPS)	✓
Basic Segmentation	✓
Local Internet Breakout	✓
Deliverables <ul style="list-style-type: none"> <li>IT Service Management</li> <li>Service Provisioning</li> <li>Service Activation</li> <li>Incident Management. Reactive</li> <li>Incident Support SLA</li> <li>TAC case handling</li> <li>Fault Rectification</li> </ul>	Emircom managed.  Emircom responsible
Customer Care 8x5	✓
Written Analysis Reporting	Optional
Gold Tier	
Advance SD-WAN Managed Service with Cisco advantage license (+Silver SD-WAN)	
Advanced Security (URL filtering & Encrypted traffic analytics)	✓
Advanced Segmentation	✓
Cloud on Ramp	✓
Integrated IPT & voice optimization	✓
Basic Segmentation	✓
Local Internet Breakout	✓
Deliverables <ul style="list-style-type: none"> <li>Proactive Monitoring</li> <li>Event Management</li> <li>Change Management</li> <li>Release Management</li> <li>Problem Management</li> <li>ISP / TSP Co-Ordination</li> <li>Field Coverage for Fault Management</li> <li>Monthly MS Reporting Fault Rectification</li> </ul>	Emircom managed.  Emircom responsible
Managed Operations & Maintenance Services 24x7	✓
Customer Care: 24x7	✓
Platinum Tier	
Premium Managed Services with SASE SD-WAN License (+ Silver + Gold SD-WAN)	
- SASE & Cloud security requirement	✓
Remote users' security	✓
Threat Grid Sandboxing	✓
Deliverables <ul style="list-style-type: none"> <li>Proactive Notification</li> <li>Performance Management</li> <li>Capacity Management</li> <li>Quarterly Preventive Maintenance (CPE's)</li> <li>On-demand Reporting</li> <li>Standby 2x Spares</li> <li>Advisory and Consultation, design validation (Yearly Twice)</li> </ul>	Emircom managed.  Emircom responsible.
Managed Operations & Maintenance Services 24x7	✓
Customer Care: 24x7	✓



# THE PROVEN SUCCESS OF SD-WAN

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58%

## DECREASED TIME FOR POLICY AND CONFIGURATION UPDATES

Secure Automated WAN With the implementation of SD-WAN, your company's compliance needs can finally be met. We can create specific network segments to ensure proper access is granted through a zero-touch deployment process.

45%

## IMPROVED APPLICATION PERFORMANCE

Application performance optimization in the event of network issues, our global SD-WAN network ensures that essential enterprise applications continue to perform at their best.

65%

## COST-EFFECTIVE CONNECTIVITY FOR COMPARABLE BANDWIDTH

Secure, direct internet access SD-WAN offers an affordable and efficient way to access the internet directly from the branch location.

52%

## SD-WAN AS A CATALYST FOR MULTI-CLOUD USAGE

Seamless branch multi-cloud access SD-WAN allows users to connect to cloud applications and infrastructure effortlessly, offering unified visibility and management

# A TRUSTED PARTNER

Emircom operates independently from vendors and maintains robust partnerships with top global network providers, including Cisco. The development of our managed SD-WAN solution involves collaboration with Emircom's strategic partners to optimize the value of our offerings and empower our customers to capitalize on these powerful partnerships.

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## WHY CHOOSE EMIRCOM?

### COMPREHENSIVE SERVICE

Emircom's approach is straightforward; we provide a comprehensive SD solution that eliminates risk and complexity from wide area networking. We support our customers in achieving their business goals through dependable service, informed guidance, and active management and insights. We procure, manage, and transform networks to deliver the best outcomes for your business, incorporating security at every step to provide proactive solutions.

### EXTENSIVE EXPERTISE

We possess over 25 years of experience in delivering end-to-end networking services and implementing global networking solutions. Furthermore, we were amongst the first to deploy Software-Defined Access in the UAE and KSA.

### DIVERSE CAPABILITIES

With over 700 highly skilled networking engineers worldwide and access to numerous others through our strategic partnerships, our vast resources can quickly adapt to customer demands. Emircom consistently invests in expanding and enhancing our skills across vendors and technologies, so our customers don't have to.

### WIDE-RANGING PORTFOLIO

Our involvement in workplace, cloud and data center, and security infrastructure allows us to operate across various platforms. A solid network foundation bolsters these products, which in turn enrich employee experiences.



## INTERNATIONAL PRESENCE

We possess global coverage and comprehensive networking capabilities, encompassing IT strategy and advisory services, technology procurement, transformation services, and managed services.

## SCALE

Our delivery centers are distributed worldwide, with core networking centers located offshore, nearshore, throughout the UAE, and in KSA. We continue to invest in expanding our business's scale and reach.

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