



Carrier Services

In partnership with Matrix Communications, G3NS sources network connectivity from a portfolio of providers to meet individual customer requirements, offering a fully managed carrier service package, including order management, installation management, fault reporting and integrated billing.

Carrier selection is impartial and based on a thorough understanding of each carrier's capabilities. On this basis, the MBS can offer multi-carrier solutions, focused on optimal SLA's and most competitive prices. All carriers are subjected to due diligence screening and the quality of service at all points from delivery to support to billing.

Connectivity services are managed from a secure and highly sophisticated NOC facility, delivering real-time monitoring, support and fault-reporting services for customer networks 24/7/365. Incorporating remote management of CPE and routing equipment, and the capability to identify and escalate faults before they become apparent to customers, our NOC expertise provides an important addition to customers' existing helpdesk facilities.

Increasingly, businesses are finding that their existing WAN capabilities are incapable of handling the high speed demands placed on the organisation today. The move to a new WAN service is an important decision which would benefit from the advice and expertise that G3NS can provide. In the meantime, if you are considering a move to a new service, here are some basic issues you need to consider:

• Objectives

The objectives for changing must be clear and must demonstrate a return on investment. Typical objectives might include:

- Reduced network costs
- Out of date technology
- Current network can't cope with new applications. i.e. voice
- Poor service from current supplier.
- Lack of resource for managing the network
- Mergers and acquisitions - the need for network rationalisation
- Centralisation of servers and applications

• Number of sites

The number, the location and the relative proximity of the sites can all be relevant in suggesting what might be the most appropriate solution and which carrier may be most appropriate.

• Applications

What are the current and future inter-site applications? (e.g. email, Accounting software). Who needs access and where are they based?

• Current Infrastructure

Understanding your existing WAN technology will determine whether it is obsolete for your future requirements and will influence the alternative options available.

• Current Contract

Current terms will dictate whether the timing is feasible for a new WAN and whether savings are achievable. The contract will also indicate the remaining term of the contract and whether we can negotiate a migration to another service without penalty.

