



**DIGISERVE**

by Telkom Indonesia 

# **Managed Network Services**



Would you like to be more productive and just concentrate on your core business? What if you need just one partner which could give you end to end visibility of your network and ensure Service Level Agreements are met?

Digiserve's MNS solution is the proactive management of a customer's network devices, which enables enterprises to have speedy service delivery, agile service wrap and tailored solutions for the design, installation, management, maintenance and optimisation of a customer's closed private IP data network. This includes Wide Area Networks (WAN), Local Area Networks (LAN), Wireless Local Area Networks (WLAN) and WAN Optimisation

## Benefits

### **Increase your business productivity**

Our MNS Solution is supported by integrated Service Management (ISM) for all of our standard offers. This includes proactive CPE monitoring which includes having full visibility of a customers' service status, including the LAN/WAN environment as well as the key core IP infrastructure, providing more management capability for streamlined support and response processes

### **Enhance the relationship with your customers**

An important area of our offering is empowering you with self-service capability via the customer portal. The portal will give you more flexibility, faster resolution and better ability to explain progress or solve problems which will in turn increase the relationship with other lines of business as your customers.

### **Focus on your core business without the need to managed your network**

Digiserve believes three key factors lead to a successful services business: delivery, delivery and delivery. Our delivery process ensures that we delivery a consistent service experience across all standard offers. Digiserve offers a service delivery and service assurance framework that is both efficient and beneficial for your business. This frees you up to focus on your core business rather than worrying about your network.

## Features

### **CPE Services**

This will support the ordering, installation and maintenance of physical hardware located at the customer premises.

### **Service Desk Support**

Digiserve have highly trained support staff that keep you informed of any issues we deal with on your network and we'll provide you with a phone number for local and international calls to the Digiserve Service Desk, with access to a Single Point Of Contact (SPOC) for support.

### **Digiserve Infinity Portal with Self-Service Capability**

The Digiserve Infinity Portal will empower you by providing greater control and end-to-end visibility of service status.

### **Consistent User Experience**

Consistency across all service channels including the interaction between you and Digiserve as well your account manager representative.

### **Optimum reporting**

Reporting will be developed for the customer that consist of web-based reporting services (availability, utilisation), network performance reporting (RTD, PDF and Jitter), application performance reporting and written analysis reporting services.