

# BUSINESS SD-WAN

Get your company network up to speed for the cloud age.



The growing demand for cloud-based applications is influencing the design of future company networks. Traditional WAN solutions lack the flexibility and intelligence to dynamically align network communication with increasing Internet and cloud usage. To keep up with the digital transformation, companies must expand their cloud connectivity, protect data streams, increase capacity and ensure maximum visibility in terms of applications and network behavior. The solution to these challenges lies in the Software-Defined Wide Area Network (SD-WAN).

## Digitization under control

SD-WAN places the focus on applications. Cisco describes the principle as follows: "Securely connect any user, any application, anywhere, with the power of the cloud."

SD-WAN creates a virtual overlay network that works on the basis of classic transport networks. At its core is a cloud-based entity that manages all devices (physical or virtual) at every location.

As a result, SD-WAN gives data traffic order, flow and security: It adapts to the requirements of the applications, offers a comprehensive set of security services, simplifies WAN management and enables the integration of various communication connections.

Policies related to the application control the prioritization of data traffic and load balancing for all available connections. Application-specific data traffic is automatically routed via the optimally suitable transport connection, thereby maximizing availability. Direct Internet access enables a direct connection to the Internet as well as SaaS and IaaS applications from the respective locations. In addition, the company network and its behavior becomes visible in the dashboard and can be managed centrally from here. This allows for the easy and quick integration of new domestic and international locations. SD-WAN gives the company network maximum agility and flexibility.

## SD-WAN as a Service

UPC Business has more than 20 years of experience with WAN projects and migrations. Managed SD-WAN includes planning, implementation and operation of the infrastructure, which is based on Cisco technology. Experienced consultants, engineers, project managers and service managers are available to assist the customer. From the start, SD-WAN is fully transparent for the customer.

## Benefits of SD-WAN

- **Agility, scalability and performance** – SD-WAN simplifies and speeds up the processes of changing guidelines, updating software and integrating additional domestic and international locations, without making sacrifices in terms of performance.
- **Shorter implementation time** – a centralized deployment mechanism makes the local implementation of configuration decisions superfluous.
- **Security** – comprehensive cloud security services and coding.
- **Seamless integration** – all applications can be integrated within the network, regardless of the type of access.
- **Professional migration** – the UPC Business team ensures professional migration and implementation of the project.
- **Support** – 24/7 Business Helpdesk and on-site support with customized SLAs.

## Standard features

<b>Service features</b>	<p><b>Application-based routing</b> creates transparency in the network and allows you to control and increase the data traffic.</p> <p><b>Coding:</b> All transmitted data are encoded in all utilized transport networks (Internet, MPLS, mobile network). SD-WAN serves as a secure overlay network.</p> <p><b>Network segmentation:</b> Multiple VPNs make it possible to set up logical topologies and separate business areas.</p> <p><b>Application-related topologies:</b> Individual topologies can be allocated to the applications (Full Mesh, Hub and Spoke, Point-to-Point as well as Multicast and Unicast).</p> <p><b>Direct Internet access</b> allows certain applications in the branch office to route Internet and cloud data traffic directly into the Internet.</p> <p><b>Cloud access:</b> Cloud OnRamp lets you incorporate IaaS (Microsoft Azure, AWS etc.) and SaaS (Microsoft Office 365, Salesforce, Dropbox etc.).</p> <p><b>Hybrid network services</b> use private (MPLS, Ethernet) and public (Internet) networks to guarantee connectivity at every location around the world.</p> <p><b>Embedded application detection:</b> Deep Packet Inspection ensures application visibility and forms the basis for the application firewall, traffic prioritization, application-based routing, analysis etc.</p> <p><b>Path quality detection</b> selects the path that meets the quality requirements, thereby guaranteeing compliance with the SLAs.</p>						
<b>Service management</b>	<p>A cloud-based management console integrates all parts of the SD-WAN (Single Pane of Glass). It provides support for the implementation (configuration) and operation (monitoring, alarm and event handling, add/move/change, maintenance, troubleshooting).</p>						
<b>Security features</b>	<p><b>DNS security:</b> All DNS queries are routed via a DNS proxy (Cisco Umbrella) and examined in terms of integrity.</p> <p><b>URL filtering</b> permits or denies access to websites.</p> <p><b>Advanced malware protection:</b> detecting and blocks malware.</p>						
<b>Transport level</b>	<p>Connectivity of UPC Business or other service providers in Switzerland and abroad.</p>						
<b>Number of VPNs / locations</b>	<p>up to 64 VPNs / up to 1,000 locations</p>						
<b>Bandwidths</b>	<p>10 Mbit/s, 20 Mbit/s, 50 Mbit/s, 100 Mbit/s, 500 Mbit/s, 1 Gbit/s, 2.5 Gbit/s, 10 Gbit/s</p>						
<b>Service and support</b>	<table border="0"> <tr> <td><b>Technical support</b></td> <td>24/7: 365 days</td> </tr> <tr> <td><b>Support time</b></td> <td>5×11: Monday to Friday, 7 am to 6 pm</td> </tr> <tr> <td><b>Service level</b></td> <td><b>Bronze:</b> Annual availability of <b>99.80%</b>, max. 8 hrs of downtime during the support time</td> </tr> </table>	<b>Technical support</b>	24/7: 365 days	<b>Support time</b>	5×11: Monday to Friday, 7 am to 6 pm	<b>Service level</b>	<b>Bronze:</b> Annual availability of <b>99.80%</b> , max. 8 hrs of downtime during the support time
<b>Technical support</b>	24/7: 365 days						
<b>Support time</b>	5×11: Monday to Friday, 7 am to 6 pm						
<b>Service level</b>	<b>Bronze:</b> Annual availability of <b>99.80%</b> , max. 8 hrs of downtime during the support time						

## Options

<b>Redundancy / backup</b>	<p>Path and connecting device redundancy as well as connectivity provider redundancy</p>				
<b>Service and support</b>	<table border="0"> <tr> <td><b>Extended support times</b></td> <td>6×16: Monday to Saturday, 6 am to 10 pm 24/7: 365 days</td> </tr> <tr> <td><b>Extended service levels<sup>1</sup></b></td> <td><b>Silver:</b> Annual availability of <b>99.90%</b>, max 6 hrs of downtime <b>Gold:</b> Annual availability of <b>99.95%</b>, max 2 hrs of downtime* <b>Platinum:</b> Annual availability of <b>99.98%</b>, max 1 hr of downtime* The downtimes listed above apply during the support time.</td> </tr> </table>	<b>Extended support times</b>	6×16: Monday to Saturday, 6 am to 10 pm 24/7: 365 days	<b>Extended service levels<sup>1</sup></b>	<b>Silver:</b> Annual availability of <b>99.90%</b> , max 6 hrs of downtime <b>Gold:</b> Annual availability of <b>99.95%</b> , max 2 hrs of downtime* <b>Platinum:</b> Annual availability of <b>99.98%</b> , max 1 hr of downtime* The downtimes listed above apply during the support time.
<b>Extended support times</b>	6×16: Monday to Saturday, 6 am to 10 pm 24/7: 365 days				
<b>Extended service levels<sup>1</sup></b>	<b>Silver:</b> Annual availability of <b>99.90%</b> , max 6 hrs of downtime <b>Gold:</b> Annual availability of <b>99.95%</b> , max 2 hrs of downtime* <b>Platinum:</b> Annual availability of <b>99.98%</b> , max 1 hr of downtime* The downtimes listed above apply during the support time.				

<sup>1</sup> Cloud availability 99.99%

\* Prerequisite: The service must be connected redundantly.

The information in this document does not constitute a binding offer. Subject to changes at any time.