

Confidence that your network will be up 24/7

Network-based services such as voice, video and shared applications are becoming more popular. This trend underscores the importance of having a reliable, cost-effective Wide Area Network (WAN).

Appia's experience and access to a wide variety of network providers enable us to design, implement, monitor and manage WANs that will meet your needs today and in the future.

Our network support services take the burden of day-to-day network management off the shoulders of your IT staff, allowing them to focus on work that more directly enhances your bottom line. They come with Service Level Assurances that guarantee network performance and availability — all at a savings of more than 30 percent over what it probably costs to manage your network in-house. And we're on duty 24 hours a day, 365 days a year. No matter when an issue arises, we're here to handle it.

Network Design and Implementation

Look to Appia to test your current network, recommend improvements, and design and implement the network elements you need. We have agreements with every Tier 1 carrier, so we can provide network services anywhere in the U.S. and in many parts of the world.

Network Support

Appia offers three network monitoring and management solutions:

- **WANCare Management:** A complete WAN support service, WANCare Management is designed for companies and organizations that want to maximize network performance and efficiency. It includes all of the benefits of WANCare Notification and Reporting. In addition, Appia assumes complete ownership of problems all the way through to resolution.
- **WANCare Notification:** Ideal for small to medium organizations, WANCare Notification maintains a continuous 24/7 watch over your network via our state-of-the-art Network Operations Center (NOC). The service offers end-to-end monitoring and immediate notification of hardware and carrier issues, allowing your IT resources to focus on higher-priority activities.



Simplify and Save with Appia Managed Services

- **WANCare Reporting:** WANCare Reporting offers 24/7 access to Concord reporting tools, providing a real-time view of your infrastructure through a sophisticated and secure Web portal. It eliminates the need for capital investment and ongoing support of your own reporting platform. Reporting is included with WANCare Management and may be purchased with WANCare Notification if desired.

Our NOC is located in a secure, disaster-ready facility. It is equipped with industry-standard hardware and software from Remedy, Concord, and Cisco. Because it is staffed exclusively with certified technicians and engineers, you always speak with someone who understands your problem and has the tools to handle it.

Ask about Appia's advanced **Intrusion Protection System**, the best way to ensure that unwanted traffic does not enter your network.

Network Device Support

The failure of such network elements as routers and switches is the leading cause of network underperformance and outages. WANNet gives you expert device support service whenever you need it, guaranteed. WANNet provides a single point of contact with unlimited remote support, plus replacement of defective components and on-demand access to software upgrades.

- **Unlimited NOC Access:** WANNet provides unlimited telephone support on a 24/7 basis. We never limit the types of calls we accept or the hours of coverage. We'll assist you with any problem, any time.
- **Advance Replacement:** Replacement parts are there when you need them, whether on the same day or the next business day.
- **Onsite Technicians:** With WANNet, onsite engineers will be there at your request to handle the installation of replacement parts.
- **Industry-Leading Customer Satisfaction:** In a survey by Cisco Systems, WANNet service scored an overall customer satisfaction level of 4.8 out of a possible 5.0 — one of the highest of all Cisco partners.



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