



Managed Network Services

Managed Network Services (MNS)

Your network—and all the devices, applications, and services it powers—is a critical business asset. But there are a lot of moving parts, which means there's a lot that could go wrong at any given moment. With BCM One's Managed Network Services, you have expert eyes watching your network at all times, ready to spring into action in the event of a problem. We keep your network running, so you can focus on keeping the rest of your business running.

When you work with BCM One, you work with a team that cares about your technology and supports your business objectives. Every engagement begins with a plan that documents your current and future business goals and technical requirements, which we use to develop a detailed design aimed at reducing risk, minimizing delays, and lowering the total cost of your network deployments—all while supporting high availability, reliability, security, and scalability. And then we proactively monitor the health and vital signs of your network to improve service quality, reduce disruptions, and mitigate outages.

Your network, managed by BCM One.

NOC Support with VitalView™ Network Monitoring Platform

Our 24x7x365 multi-tiered and geographically diverse NOC, ensures your network and applications are running and available for your employees, customers, and partners. Our cloud-based, geo-redundant monitoring platform, VitalView™, provides always-on, single-pane-of-glass monitoring of multiple services and services providers to deliver intelligent insight into the health of your network. We can monitor thousands of technologies—including services and devices, cloud and VMs, services and applications, websites and users, custom data and protocols, and more—while providing you with a single point of contact for all your monitored devices and services.

Expert Staff

Our network monitoring team is staffed by professionals with expert-level certifications—our engineering team holds 55+ industry certifications—who are equipped to provide multi-vendor support.

Service Levels to Meet Your Needs

BCM One's MNS provides multiple levels of monitoring, notification, restoring, and management services to meet your business and technical needs. Our flexible and customizable engagements include services that go beyond monitoring to provide the level of support your team requires. Need device configuration and management support? Or pre- and post-sales engineering assistance? We can provide that, too.

BCM One's MNS Provides Complete Coverage for:

- › **Data Connectivity:**
MPLS/VPLS, Point-to-Point, Internet, SD-WAN
- › **Voice Services:**
SIP Trunks, Hosted VoIP
- › **Network Hardware:**
Sourcing, Configuration, Management
- › **Proactive Network Monitoring:**
Monitoring of various services across service providers