Integrated Operations Management

Improve business productivity and end-user experience with improved visibility and proactive network management.

Business is becoming more and more competitive, coupled with the pressure to cut costs and demonstrate returns. Additionally, network environments are becoming increasingly complex to manage, due to the adoption of hybrid technologies and dealing with multiple vendors. For many enterprises, a managed services model for their network environment is the viable solution.

What is Integrated Operations Management (IOM)?

Telstra's Integrated Operations Management integrates with your network and IT infrastructure for proactive network management providing end to end visibility.

We do so in a collaborative approach to ensure you are receiving the right support to save time and resources. Improve productivity by freeing up the time of your internal IT resources to focus on strategic, value-adding projects that really deserve the time and attention. Our dashboard and portal tools provide the best network insights to help you make better business decisions.

IOM has two offerings:

1. **IOM Custom:** suited if your network environment has more than 300 devices with a dedicated SolarWinds service. It offers a more customised managed solution for your network.

2. **IOM Standard**

What is IOM Standard?

IOM Standard is suited for network environments with 50 – 300 devices. Using a multi-tenant SolarWinds and standardised pricing, it still maintains the core features of IOM.

How does IOM work?

Full onboarding experience	Understand your network	Simplify your network management
Our Professional Services team ensures a smooth transition onto IOM, utilising a consultative approach to transform your network environment.	With IOM, you can use our best-in-class portals for full visibility of how your network devices and applications are performing.	We provide a 24/7 Integrated Service Desk as a single point of contact, a network operations team and a Service Delivery manager who will help your manage the overall solution.

PROFESSIONAL SERVICES

SOLARWINDS   RIVERBED STEELCENTRAL (OPTIONAL)   SERVICE CONNECT

LEVEL 2 AND 3 NETWORK OPERATIONS   SERVICE DELIVERY MANAGER   IT   INTEGRATED SERVICE DESK

Enhance end user experience with application performance monitoring

Improved network visibility with network dashboards

Proactive network management

IOM features and benefits

Proactive network management

- Our **Integrated Operations team** understands and manages your network end-to-end using your systems and processes. This includes our Level 3 dedicated support who answer your queries and work with you to implement solutions.
- **Integrated Service Management** provides an ITIL-aligned Service Desk through a single point of contact.
- Our **Service Delivery team** is the trusted advisor between you and Telstra; simplifying the engagement process.
- Our **Business Technology Professional Services** consult with you to transform your network environment.

Network visibility and insights

- **SolarWinds'** proactive alarming and comprehensive reporting features help reduce network outages and quickly detect, diagnose and resolve multi-vendor network performance issues.
- **SolarWinds** monitors what applications are being used, how they are performing and measure the end-user experience. This keeps critical apps running at peak performance, maintains workforce productivity and ensures end user experience.*
- **Service Connect portal** for a consistent and streamlined way to submit requests without having to call and email repeatedly to provide more information.
- **Network Performance Dashboard** shows a simplified view of the health and performance of your network in near real-time on their PC or mobiles devices. This complements SolarWinds by allowing you to view your network on the go.

Optimise costs and deliver an efficient experience

- You have the resources and ability to scale your network up and down as need be, saving significant internal costs.
- Cost effectively manage your network environment with a lower total cost of ownership (TCO) by outsourcing device management.
- Operational time and resource savings by removing the need for administrative, manual tasks.
- End-to-end service management and dedicated IT and engineering so you can stay focused on core business goals and growth.

*Please note: application performance monitoring at the protocol level is available on IOM Standard via Netflow. With IOM Custom, you can have access to Netflow, but can also gain deeper granularity via Cisco NBAR and Riverbed Steelcentral.

Why Telstra?

Our Level 3 technical team works directly with you, providing onshore and technical knowledge to create the best solutions for your business.	Our end-to-end managed service helps with completing an integrated solution across your network environment, creating efficiencies.	We offer a range of online reporting tools so you can see your network performance via an online dashboard. The ability to read in near real-time can improve performance and reliability of your network solutions in a low-risk, day to day operation.

🏠 **contact your Telstra account executive**

📞 **call 1300 telstra**

🌐 **telstra.com**