

# CONNECTING PEOPLE

Software-Defined Wide Area  
Network from Computacenter



# MANAGE UNPREDICTABILITY WITH AN AGILE AND FLEXIBLE WAN

We know from recent events that businesses must remain flexible in the face of unpredictability. Situations like this past year, going from lockdown to lockdown, working from home, trying to get new business possibilities on track quickly – this all needs to be covered by your networking structures.

Even when the end is near for our current circumstances, the next chapter will be about being proactive and prepared for the next trend or disruption.

A lot of companies won't go back to the old ways of working, the crisis has taught them a lesson: flexible work can also be a big advantage in terms of performance and productivity.

An unflexible network can be an inhibitor to face the challenges to meet growing demands for remote working or mobile working, and support application distribution and cloud migration.

Software-Defined Wide Area Network (SD-WAN) technology can give businesses flexibility to make the most of the array of options available to not only increase efficiency and performance but also cost savings in the long term.

# CHALLENGES OUR CUSTOMERS ARE FACING

With a growing number of applications moving to the cloud, getting the right data to the right places – fast – is now more important than ever. Complex routing and hybrid network architectures means the traditional WAN simply isn't fit for purpose any longer. Today's network needs to be secured throughout, must guarantee cloud application performance, and connects users with the right data sources quickly and efficiently.

## APPLICATIONS AND THE ACCELERATION OF 'CLOUD ON-RAMP'

Hybrid cloud platforms and applications need flexible and secure connectivity that delivers optimal performance and management across a variety of applications, users, and locations.

## VISIBILITY AND CONTROL

There is already a big demand for analytics to drive proactive network operations and improve the user experience, but this doesn't happen in isolation. Organisations need to be able to react quickly with data that is readily available.

## PEOPLE AND THE USER EXPERIENCE

People need to work 'anytime-anywhere' and are using a growing number of applications. A move into the cloud needs access to the right data from the right places – fast.

## IT SECURITY AND COST-EFFECTIVE COMPLIANCE

Today's work environments require a much more flexible and secure way of working with and amongst a diverse range of applications and devices. Protection is needed for the entire digital fabric that ensures compliance without affecting performance. This must be delivered at an affordable and predictable price.

## SCALE AND AGILITY

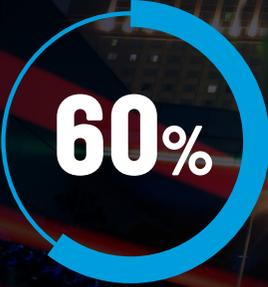
Increasingly organisations are operating at a global scale and need the ability to manage network traffic with varying performance and security requirements across applications, users, and locations.

## COST TRANSPARENCY AND EFFICIENCY

Customers want to realise the commercial benefits of the 'aaS' model through integrated security, the freedom of choice, scalability, and bandwidth optimisation.

# SOFTWARE-DEFINED WIDE AREA NETWORK IS LEADING THE WAY

Software-defined networks are a fundamental move away from traditional networks with specific hardware functions to software that provides network wide features, functions, and policies easily applied using automation. SDN [Software-Defined Networking] changes the way we think about, plan, deploy, and operate networks to best meet business needs.



60%

**BY 2024, TO INCREASE AGILITY AND ENHANCE SUPPORT FOR CLOUD APPLICATIONS, 60% OF ENTERPRISES WILL HAVE IMPLEMENTED SD-WAN –UP FROM LESS THAN 20% TODAY.**

Gaspar Valdivia,  
Senior Director Analyst, Gartner

## CHOOSING THE RIGHT PARTNER FOR YOUR SD-WAN SERVICE, DELIVERED END-TO-END

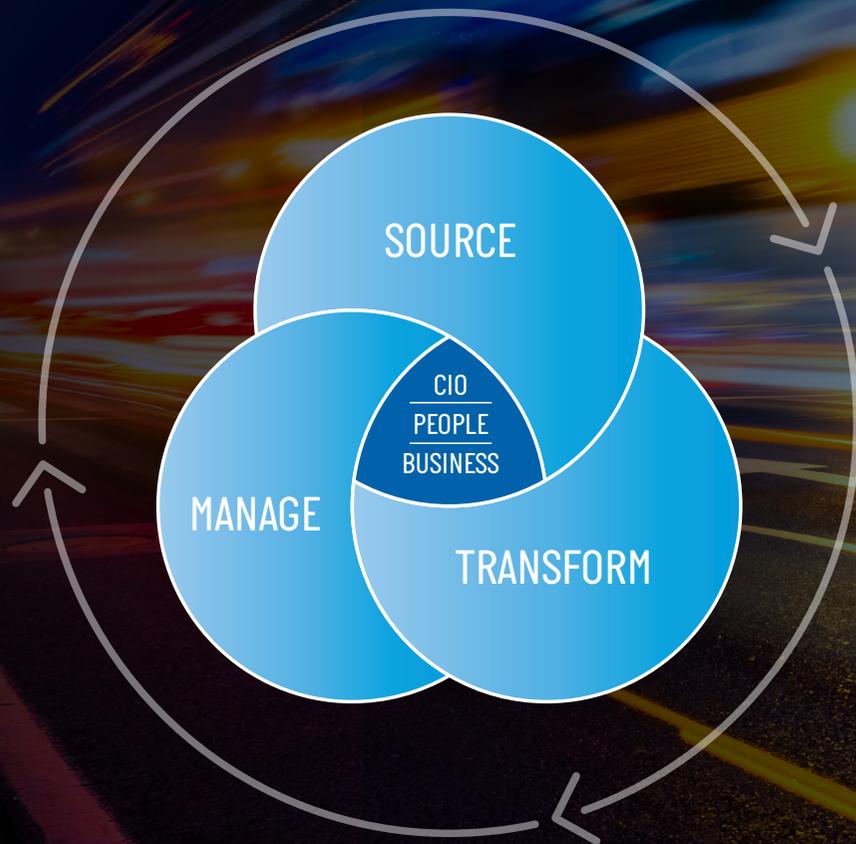
With our end-to-end services for your SD-WAN we offer an attractive way to make your transformation as seamless as possible. We design, source, and deploy the solution over several locations eliminating teething issues, increasing network performance along the way and ensuring optimal uptime. The real value to you is not just the SD-WAN outcome, but what is included as part of the overall service.

With Computacenter being accountable for the service delivery, you will free up resources that can be adding value elsewhere within the business.

# DELIVERING NETWORKS END-TO-END

COMPUTACENTER'S SOURCE, TRANSFORM AND MANAGE

Your partner that can source, transform and manage your network estate.



## SOURCE

- Vendor independent networking expertise, selecting the best products for your needs
- Supporting technology decisions as part of advisory services
- Rely on our trusted, strategic partnerships with all leading network vendors

## TRANSFORM

- More than 600 specialists and networking consultants can support your journey
- Advisory services led by experienced consultants curate the solution, approach, and plan.
- Our consultancy and networking services are recognised as 'Leader' in independent analyst reports such as ISG Provider Lens for SDN services [Leader since 2016] and IDC MarketScape for Consultancy Services
- Design, build, and deployment services with proven global capability

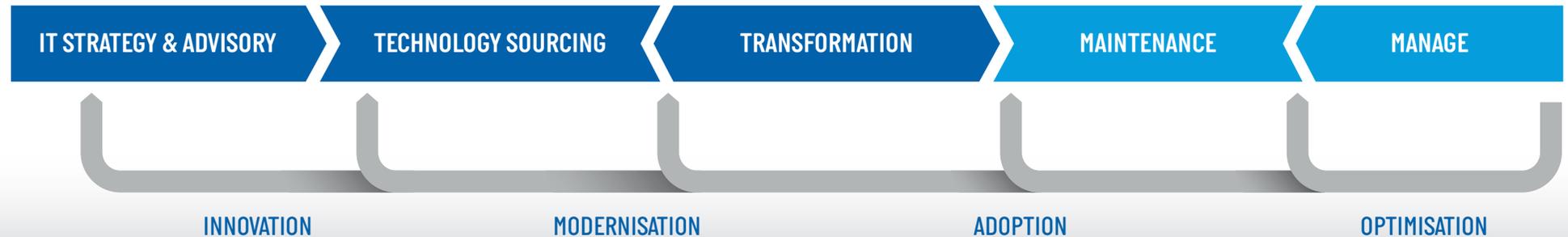
## MANAGE

- Management of the SD-WAN fabric, policy, security, and backend infrastructure
- World-class experience in managing networking infrastructure, currently supporting more than 86,500 networking devices from 3.7 million users
- Proactive 24x7 monitoring and event services to maximise network availability and performance
- Cost effective support through automation with a blend of on-site, near, and offshore resources

# ENRICHING CONNECTIVITY

COMPUTACENTER'S COMBINATION OF SERVICES WILL MAKE THE DIFFERENCE FOR YOUR TRANSFORMATION

Every SDN will have a physical component layer too which is why your ideal networking partner will be one with experience, scope, flexibility, and proven results. As trusted experts across all types of networking, SDNs are one of the many ways we make network management more enriching.



## IT STRATEGY AND ADVISORY

Our professional services and pre-sales teams will engage customers to support advisory discussions. We will provide insight and guidance on the scope of any initial SD-WAN requirement, the type of solution recommended, and the type of use cases that will be best suited to address the customers' challenges.

## TECHNOLOGY SOURCING

We work with the customer to define and agree the scope and scale of any SD-WAN deployment. We help in pricing, licencing, and procurement of scoped SD-WAN products.

## TRANSFORMATION

Having defined the scope of service and the procurement of licences, our professional services team will complete the design and implement the managed SD-WAN solution.

## MAINTENANCE

With our maintenance service, we protect our customers' most valued assets that deliver the organisation's most critical information and business operations. We are adaptable in solving critical network outages, ensuring they are fixed without further impact to customers or key stakeholders.

## MANAGE

Our network managed services are part of a wider portfolio of Workplace, Security, Data Center and Cloud services, integrated through a proven IT Service and Operations management framework. We deliver our managed services globally using either our own talent or customer resources. We employ highly skilled and accredited people with a strong global presence and industry-leading capability.

# HOW WE FULFIL THE SERVICE

We have partnered with ngena to deliver our Managed SD-WAN service offering to provide comprehensive hybrid VPN services with access to ngena's private global backbone and regional data center hubs, all built on Cisco technology.

ngena offers a platform that consolidates underlay and overlay services into a subscription service proposition, delivered under a single contract of supply, which Computacenter hold. The global platform is built through high quality in-country and global telco-partnerships.

Combining the best of Cisco SD-WAN technology with ngena's global infrastructure, delivery partners and toolsets, Computacenter design, build, and operate the SD-WAN fabric for the customer as an end-to-end managed service.



# THE PROVEN SUCCESS OF SD-WAN

58%

**REDUCED TIME TO IMPLEMENT POLICY AND CONFIGURATION CHANGES\***

**Secure Automated WAN**

With SD-WAN we can finally address the compliance requirements of your company. We can segment your network in specific groups to guarantee allowed access automated through a zero-touch deployment.

45%

**REDUCED APPLICATION LATENCY\***

**Application performance optimisation**

Even if problems occur in the network, with SD-WAN we have a global network where critical enterprise applications always deliver optimal performance.

65%

**LOWER COST OF CONNECTIVITY FOR EQUIVALENT BANDWIDTH\***

**Secure, direct internet access**

SD-WAN provides efficient and cost-effective access to the internet with direct access from the branch.

52%

**MULTI-CLOUD USAGE IS A DRIVER FOR SD-WAN\*\***

**Branch multi-cloud access**

Connect user to cloud applications and infrastructure seamlessly with unified visibility and management.

\*Business Value of Cisco SD-WAN Solutions: Studying the Results of Deployed Organizations, IDC, April 2019

\*\*SD-WAN: Security, Application Experience and Operational Simplicity Drive Market Growth, IDC Spotlight, April 2019



# A TRUSTED PARTNER

Computacenter is vendor independent and has strong partnerships with global network vendors including Cisco and ngena. The managed SD-WAN offering is being developed in conjunction with Computacenter's strategic partners to maximise the value of the offering and allow our customers to leverage the power of those partnerships.

## WHY COMPUTACENTER?

### END-TO-END DELIVERY

The Computacenter story is a simple one; we deliver an end-to-end SD product that takes risk and complexity out of wide area networking. We help our customers achieve their business objectives through sound advice, reliable service, and proactive management and insight. We source, manage, and transform networks to get the right results for your business, integrating security at every stage of the process to deliver proactive solutions.

### DEPTH OF EXPERIENCE

We have over 15 years of experience delivering end-to-end networking services and deploying global networking solutions. We were also the first to deploy Software-Defined Access in the UK.

### BREADTH OF SKILLS

With over 600 skilled networking engineers globally and access to many more through our strategic partnerships, our extensive resources can adapt quickly to customer demand. Computacenter is constantly investing to expand and develop our skills base across vendors and technologies so our customers don't have to.

### BROAD PORTFOLIO

Our presence in workplace, cloud and data center, and security infrastructure enables us to work across multiple platforms. A sound network will enhance these products as they, in turn, enrich employee experiences.

### GLOBAL REACH

We have global reach and end-to-end networking capability across IT strategy and advisory services, technology sourcing, transformation services, and managed services. Our extensive worldwide partner network gives us the ability to deploy expert skills and resources on a local or global basis.

### SCALE

Our delivery centers are globally distributed with core networking centers offshore, nearshore, in mainland Europe, the UK, and North America. We continue to invest in expanding the scale and reach of our business as shown with our recent acquisitions in France and North America.

# LET'S TALK

## START YOUR DIGITAL TRANSFORMATION JOURNEY WITH US

To discover how Computacenter can help you to build up your software-defined network architecture, please contact your Account Manager.

[networking-enquiries@computacenter.com](mailto:networking-enquiries@computacenter.com)  
[www.computacenter.com/uk/network](http://www.computacenter.com/uk/network)

### About Computacenter

Computacenter is a leading independent technology partner, trusted by large corporate and public sector organisations. We help our customers to source, transform and manage their IT infrastructure to deliver digital transformation, enabling users and their business. Computacenter is a public company quoted on the London FTSE 250 [CCC.L] and employs over 16,000 people worldwide.



Computacenter