



EDGE  
COMPUTING

## INTELLIGENT EDGE SERVICES

A Comprehensive Suite of Consulting, Professional and Managed Services to Facilitate the Transition to SD-WAN.

### PIVOT'S UNIFIED PORTFOLIO OFFERING

Through our Unified Portfolio, we deliver solutions across the full lifecycle of our customer's technology investments.

#### SERVICE CHANNELS

- Integration
- Professional
- Deployment
- Workforce
- Managed

#### SOLUTION DISCIPLINES

- Workplace Experience
- Application Modernization
- Network Optimization
- Security Fortification
- Cloud & Datacenter Transformation
- Customer Experience

#### SERVICES VALUE STREAM



By some estimates, 80 percent of enterprise employees and customers “work in or are served by branch offices.” The applications and data needed to support branch office business processes are hosted in multiple data centers and the cloud, and accessed by a wide range of devices. Legacy WANs that connect static endpoints to a central data center no longer meet the needs of the business.

Software-defined WAN (SD-WAN) technology offers IT and network managers the opportunity to rethink the WAN and architect it for new possibilities. This transformative technology increases flexibility, improves network resilience, and provides the application visibility and control needed to meet increasingly stringent SLAs.

Not surprisingly, SD-WAN is seeing widespread adoption. In a recent Frost & Sullivan survey, 15 percent of respondents said they have deployed SD-WAN, and 18 percent said a deployment was under way. A whopping 61 percent said they plan to implement SD-WAN within the next 12 to 24 months, with 56 percent planning to roll out SD-WAN to 51 to 250 sites.

Pivot Technology Services Corp. delivers focused services that facilitate the adoption of SD-WAN. We leverage our complete portfolio of consulting, professional and managed services to help organizations accelerate their WAN transformation and maximize the ROI of their SD-WAN investments. Our proven expertise reduces effort and risk and provides for the long-term optimization of the SD-WAN solution as business needs continue to evolve.



## SOLUTION SUMMARY

With Pivot as their partner, organizations get the assistance of experts who can help them navigate unfamiliar SD-WAN technology, and select and provision the right connectivity services. Pivot's end-to-end services extend from needs assessment and migration planning to enterprise-wide rollouts and long-term management and support to help ensure success.

**Consulting and Assessment.** The Pivot team conducts a series of workshops to identify business objectives and help the customer select the right SD-WAN technology to meet current needs and projected demands. Readiness and application profile assessments aid in the design and architecture of the SD-WAN solution.

**Kickstart and Implementation.** Pivot delivers both hosted and on-premise Proof-of-Value (PoV) trials to test various deployment scenarios and allow customer engineers to become familiar with manufacturer interfaces, followed by limited production deployment. Our implementation team carefully plans and manages each deployment to ensure project success while minimizing business disruption.

**Telecom Services.** Many IT teams lack the expertise and headcount to procure broadband and direct Internet access services for multiple locations. Pivot

works with several leading service providers to deliver a consolidated turnkey solution on a global basis. Consolidated billing eliminates the need to navigate multiple, confusing invoices.

**Integration and Deployment.** The rollout of SD-WAN technology to geographically dispersed sites can be an enormous undertaking for in-house IT teams. Pivot leverages its Integration Centers and logistics capabilities to handle staging and testing and mass deployment, freeing the customer's in-house IT personnel to focus on higher-value innovation. Inventory management and our Advanced Exchange services enable rapid delivery of replacements for failed devices.

**Managed Services.** Pivot's experienced professionals monitor the SD-WAN solution around the clock, and perform preventive maintenance to maximize uptime and performance. Proactive support eases the burden on in-house IT staff, while incident response provides for rapid remediation of security threats and other issues. Pivot also provides detailed reporting and continuously optimizes the solution to ensure that budget and SLA targets are met.

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