

Networks &  
Communications



# SD-WAN

Connecting your hybrid workforce

Flexible | Secure | Reliable

# SCC SD-WAN



## What is it?

We provide an end-to-end service that takes the headache out of managing your wide area network.

The service allows you to prioritise your traffic types, giving a far better end user experience for solutions such as collaboration.

It advances digital transformation while improving your security posture by enabling a range of SASE (Secure Access, Service Edge) technologies to protect your business.

Our service is independent of the circuit underlay, allowing you to utilise your own existing circuits. We also have a number of partner relationships allowing for increased resilience through carrier diversity.

Essentially, it will allow you to meet the demands of hybrid working, bring you closer to cloud applications and improve your security posture.

## Choose Your Service

### Base

**Features**  
SD-WAN Support & Administration (including 2 managed incidents per month), 9x5 incident resolution, Event and Alert Management, License Management, SD-WAN & Traffic Shaping, On Device Security, Software Updates, AD Integration and SASE Support, SASE Administration and 2 changes per month.

### Standard

**Features**  
Everything included in the Base Service with the addition of: Service Reporting, Underlay Circuit Support, Portal Access, an additional 2 managed incidents per month and an additional 2 changes per month.

### Enhanced

**Features**  
Everything included in the Base and Standard Services with the addition of: 24x7 incident resolution, proactive recommendations, complete SD-WAN Traffic overview, an additional 2 managed incidents per month and an additional 2 changes per month.

## Benefits



### Cloud

Optimising cloud application connectivity, performance and user experience



### Security

Utilising a range of SASE (Secure Access, Service Edge) technologies to secure the network and address the evolving threat landscape.



### Hybrid Working

Enabling your move to a hybrid working model and keeping control of corporate connectivity at home. Our SD-WAN architecture can help you meet these new demands.



### Flexibility

The service can reduce cost and complexity, adapt to changing business needs and allows service flexibility in a rapidly changing environment. We have a range of offerings to cover anything from a corporate home user through to a large corporate office and data centre.



### User Experience

Gain better user experience through improved cloud connectivity and application specific control. Our service will provide better connectivity to cloud applications and services and allow for the prioritisation of certain traffic types therefore allowing for a better user experience.



### Management

We offer an end-to-end managed service taking the headache out of managing your Wide Area Network that will make life easier for your operational support teams.



# SCC SD-WAN



## Why Choose SD-WAN from SCC?

- Offer a wide range of flexible services
- Deliver services in-house
- Underpinned by market leading technologies
- We have the skills, knowledge and experience to deliver
- Full service delivery management capability
- It is managed end to end
- Reputation and experience in innovation
- Technical and service leaders
- Operate a 24x7 global Network Operations Centre
- A range of flexible payment solutions

| Feature                             | SCC Activities  | Service Class |          |          |
|-------------------------------------|---|---------------|----------|----------|
|                                     |   | Base          | Standard | Enhanced |
| SD-WAN Support & Administration     | Identify and resolve Incidents  | ✓             | ✓        | ✓        |
|                                     | Firmware patches or configuration restores for Service restoration  | ✓             | ✓        | ✓        |
| Underlay Circuit Support            | Manage issues detected with the underlay circuits used by the SCC managed SD-WAN  | -             | ✓        | ✓        |
| Event and Alert Management          | Proactive device monitoring of the hardware   | ✓             | ✓        | ✓        |
|                                     | Capacity and performance management of the managed SD-WAN   | ✓             | ✓        | ✓        |
|                                     | Make proactive recommendations to prevent possible service degradation of the SD-WAN performance  | -             | -        | ✓        |
| Capacity and Availability Reporting | Deliver monthly service reporting that includes availability, performance, uptime, and capacity for the Managed SD-WAN infrastructure                   | ✓             | ✓        | ✓        |
|                                     | Provide a high-level overview of total traffic across all devices monitored and managed as part of the SD WAN Service                                   | -             | -        | ✓        |
| License Management                  | Manage the licensing compliance of the SD WAN and regularly report the status.  | ✓             | ✓        | ✓        |
| Portal                              | Customer access to a portal view of their managed SD-WAN infrastructure   | -             | ✓        | ✓        |
| SD-WAN & Traffic Shaping            | Manage updates and changes to SD WAN policies, including Traffic Shaping, Flow preferences and WAN traffic load balancing                               | ✓             | ✓        | ✓        |
|                                     | Policy updates applied on a per application basis   | ✓             | ✓        | ✓        |
| On Device Security                  | Management of SASE functionality that is part of the managed devices On-Box security.   | ✓             | ✓        | ✓        |
|                                     | Management of the Enterprise Firewall   | ✓             | ✓        | ✓        |
|                                     | IDS/IPS management  | ✓             | ✓        | ✓        |
|                                     | Content Filtering and category management   | ✓             | ✓        | ✓        |
| Device Software Update              | Advanced Malware Protection (AMP) Management  | ✓             | ✓        | ✓        |
|                                     | Application of the latest stable Operating System or feature updates  | ✓             | ✓        | ✓        |
| Active Directory Integration        | For those customers with integration configured between their Active Directory  | ✓             | ✓        | ✓        |
|                                     | Management of the web filtering by domain or category using the SD WAN service *  | ✓             | ✓        | ✓        |
| SASE Support and Administration     | Manage DNS control policies including block domains with malware, phishing, botnet, or other high-risk items  | ✓             | ✓        | ✓        |
|                                     | Manage and maintain DNS Layer Security procedures and policies in accordance with the customer's security policy  | ✓             | ✓        | ✓        |
|                                     | Manage customised block pages and bypass options  | ✓             | ✓        | ✓        |
|                                     | Manage the Proxy and inspect web traffic (incl. decryption of SSL (HTTPS) traffic) and the SSL certificate for SSL encryption *                         | ✓             | ✓        | ✓        |
|                                     | Release blocked files and content identified by the Umbrella AV Engine and malware defence *  | ✓             | ✓        | ✓        |
| SASE Service Reporting              | Provision of agreed monthly automated compliance reports such as a security overview, application discovery and top threats by either network or device | ✓             | ✓        | ✓        |
| Umbrella Licensing                  | Management of the Umbrella service user license compliance and report consumption to the customer   | ✓             | ✓        | ✓        |

\* Dependent on the Umbrella service purchased



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