

INTEGRATED OPERATIONS MANAGEMENT

Elevate the performance of your business critical applications and services.

Businesses increasingly want to simplify the management of their complex global networks. They are looking at having a single global service provider that can help them manage their entire network, cloud services, routers and multiple IP devices through a single coordinated approach.

Integrated Operations Management (IOM) is a managed network service for large enterprises with complex and hybrid technology environments. It integrates with your existing processes, and takes the complexity of managing multiple vendors, carriers, technologies and applications out of day-to-day business. We partner with your IT team and provide the tools, processes and our network management expertise to help you improve your network and the application services running on it.

Our flexible and collaborative approach to managing your network helps you direct your scarce IT resources to growing your business rather than day-to-day network operations.

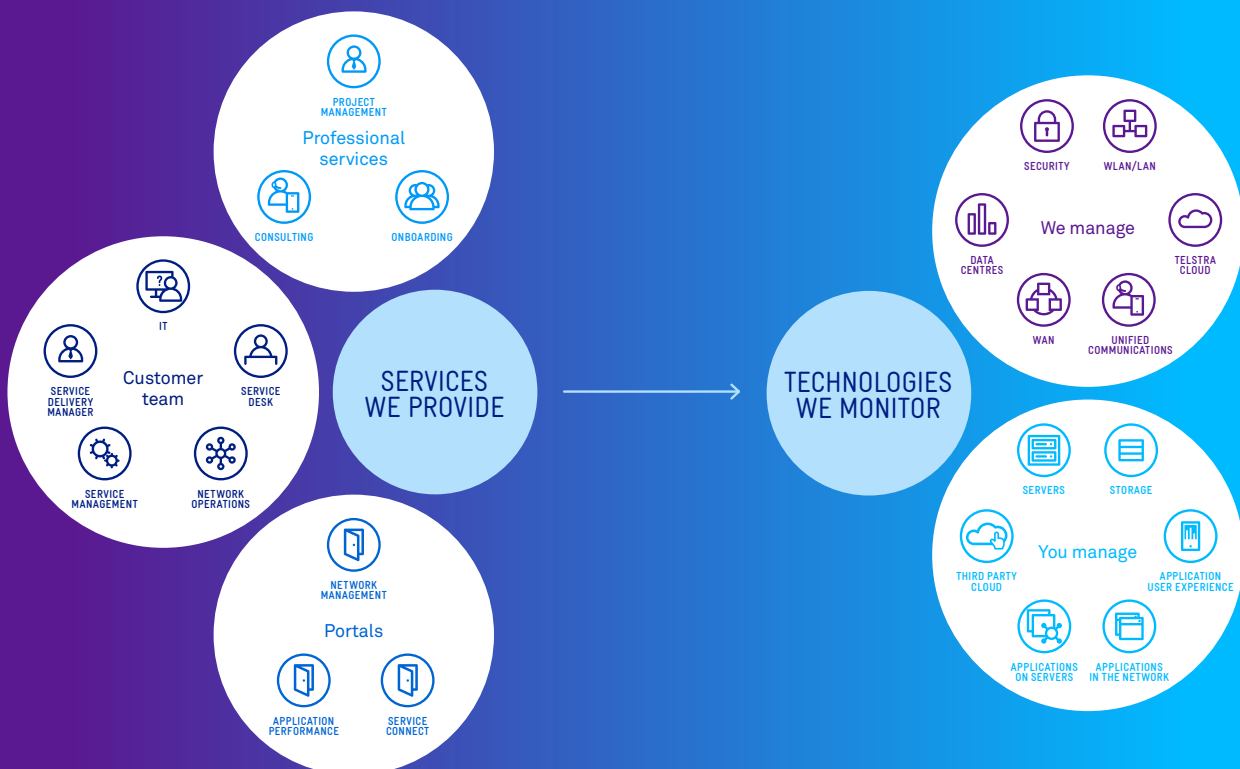
How it works

IOM monitors, collects and analyses information from multiple sources within your environment including applications, servers and network devices to provide a comprehensive view of the health of your corporate network. Our toolsets support integration with your network using industry standard protocols including SNMP, WMI, PowerShell, SSH, and APIs.

Our service management platform and operations team works closely with your team to proactively monitor and improve the availability of your network, notify, isolate and manage faults, as well as plan and manage changes to your entire network.

The Telstra service desk acts as the single point of contact for incident management and recording of service requests, providing you with one point of coordination and management of all your service requests.

IOM AS PART OF YOUR ENTERPRISE NETWORK



Benefits

Application Centric

Our team of technical experts work with you to continuously monitor and improve end user experience of applications to better serve line of business.

Flexibility

Ensuring your corporate network is capable of supporting your business operations without disruption is crucial. IOM provides the flexibility to customise processes and tools used to monitor and manage your services. We integrate them with your existing processes to ensure a high level of availability to your network so your business operations run smoothly.

World-class expertise

A large and complex IT ecosystem of multiple devices, applications and networks is difficult to manage due to technical complexity, resource availability and the required tools and expertise. We provide the right technologies, tools and technology know-how to optimise your network and simplify your operational support so you can focus on your business.

Features

Single point of coordination and management

We are able to provide management of Telstra and non-Telstra carriage services as single managed network services provider. This enables you to choose carriage providers based on your preference and geography.

End-to-end visibility

Provides a holistic view of all enabled IP devices, applications and networks across multiple technology vendors and carriers globally.

Proactive management

By using best-of-breed tools including SolarWinds and Riverbed SteelCentral, IOM analyses performance and takes preventive measures to help improve your business operations.

Detailed reporting

Gain insights into your environment with a wide range of near real-time and historical reports, which can be configured to your needs, from a high level view to specific drill downs.

Contact your Telstra account representative or visit telstra.com/enterprise to find out how we can help you get the best out of your network investments.