VMware SD-WAN managed by comdivision

Today’s enterprises are consuming more WAN bandwidth as they collaborate online (e.g., Skype for Business, WebEx, Office 365), increase the use of software as a service (SaaS) and cloud services, access large rich-media files, and leverage other bandwidth-intensive applications. The vast majority of branch-office WAN traffic is carried over expensive leased lines (private MPLS circuits) or unpredictable Internet connections (DSL, cable, LTE)—neither of which is ideal on its own. A software-defined WAN (SD-WAN) is the answer. VMware SD-WAN™ by VeloCloud® managed by comdivision enables enterprises to support application growth, network agility, and simplified branch implementations while delivering optimized access to cloud services, private data centers, and enterprise applications simultaneously over both ordinary broadband Internet and private links.

Within the VMware SD-WAN managed by comdivision we provide the following services:

- Initial deployment of the SD-WAN infrastructure
- Implementation of the defined sites and profiles
- Configuration of the necessary firewall rules
- Hardware shipment to the defined locations
- Provisioning of the agreed SD-WAN bandwidth
- Level 1 & 2 support provided by comdivision experts
- Level 3 & 4 is provided by VMware & comdivision together

Prior to an engagement, you can leverage our VMware SD-WAN Assessment, enabling to gain a deeper understanding of your WAN infrastructure and business needs. Of course, a detailed documentation can be provided too.

Products included in this offering
- VMware SD-WAN by VeloCloud managed by comdivision

Minimum contract duration
- 12 months

High level services provided
- Preparation
- Implementation
- Ongoing Maintenance
- L1 & L2 Support

Example cost
- Starting at 79 EUR/month (*)

(*) per location, plus current VAT and installation fees, based on 36 months commitment and 30 mbit bandwidth; details on request.
Why/Outcome

Operations of your WAN infrastructure using VMware SD-WAN solution providing traffic steering capabilities based on applications used. Reducing monthly operations cost of the inter-company connections by replacing the expensive leased lines and/or MPLS solutions using cheaper internet connections. Availability will be achieved using multiple connections per site implemented with different technologies (e.g. cable, DSL, LTE, etc.). Furthermore, enabling load distribution across multiple uplinks.

What

We either start with our VMware SD-WAN Assessment or you provide a detailed documentation about your WAN infrastructure. Based on the collected/provided information, we design a concept on how a transition into the new operational state can be achieved. Afterwards all initial steps will be covered by a standardized implementation process, by default containing:

- 3 sites
- 1 VPN Hub
- 50 firewall rules
- 10 individual business profiles

Of course, this can be dynamically adjusted to fit your needs.

We are also taking care of the hardware shipment to their destined locations to ensure an efficient implementation. Furthermore, our comdivision experts will assist based on the support level (SLA) you have chosen.
The SLA can be defined per site. Only outgoing connections are covered by a specific site-based SLA. Currently, the following options are available:

<table>
<thead>
<tr>
<th>Name</th>
<th>Features</th>
<th>Response Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Silver</td>
<td>Only ticket system</td>
<td>Monday – Friday, 8 a.m. – 6 p.m. (10x5)</td>
</tr>
<tr>
<td>Gold</td>
<td>Ticket system and phone support</td>
<td>Monday – Friday, 8 a.m. – 6 p.m. (10x5)</td>
</tr>
<tr>
<td>Platinum</td>
<td>Ticket system and phone support</td>
<td>Monday – Sunday, 24 hours (24x7)</td>
</tr>
</tbody>
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**Project Agenda**

Firstly, we start providing an individual offering, based on an initial appointment. Because each organization has different business needs regarding bandwidth, used application and cloud services, and preferred SLA. Also, a provided documentation needs to be verified and understood.

After the engagement has been confirmed, we implement the new infrastructure based on the agreed schedule, ensuring to minimize outages.
Get in touch!

Please do not hesitate to call and inquire about any of those features or ways to customize this offering: +49 251 703839 0 or send us an email to info@comdivision.com

More information

For more information on VMware SD-WAN by VeloCloud visit: www.comdivision.com/cd-products/vmware-sd-wan

“The comdivision group – founded in 1996 – provides outcome-oriented IT strategy consulting and implementation support in the DACH region and the USA. The comdivision group was the first partner in EMEA to achieve five VMware Master Service Competencies and second worldwide to earn all seven. Most of the architecture and consulting team – including two VMware Certified Design Experts (VCDX) – are also VMware Certified Instructors (VCI), so you have the peace of mind to be taken along through each step of the way, preparing you for successful Day 2 operations. If you need assistance beyond that, ask for our cd:knowledge product, an expert-on-demand service that gives you up to 24/7 access to our specialists.”

VMware Master Services Competency
VMware Cloud Foundation

VMware Master Services Competency
Cloud Management and Automation

VMware Master Services Competency
Cloud Native

VMware Master Services Competency
Data Center Virtualization

VMware Master Services Competency
Digital Workspace

VMware Master Services Competency
VMware Cloud™ on AWS

VMware Master Services Competency
Network Virtualisation