

Product Name:

Managed Router Support Services

Product Availability:

Managed Router Support Services are available with PAETEC Dynamic IP, MPLS VPN / MPLS Extended Reach, and Internet with PAETEC-supported or customer-provided routers.

Ideal Customer Profile:

PAETEC customers with VoIP or data services are ideal candidates.

CPE Requirements:

We will support PAETEC-provided Cisco or ADTRAN routers.

MANAGED ROUTER SUPPORT SERVICES | In Brief

Product Description

Managed Router Support offers professional configuration, maintenance, and monitoring for PAETEC-provided or approved customer-provided routers.

This service is available in three options:

Router Ping Monitoring

- Ping monitoring – 24 x 7
- Proactive customer notification by a Data Technical Assistance Center (TAC) Engineer
- Optional electronic customer notifications – e-mail / pager / text messaging
- Ticket initiation (if necessary)

Router Configuration Support

- Configure LAN and WAN interface per customer request
- Configure software-based services, including NAT, DHCP, and secondary interfaces
- Provide ongoing Configuration Maintenance support

Advanced Managed Router Support

- Configure LAN and WAN interface per customer request
- Configure software-based services, including NAT, DHCP, and secondary interfaces
- Provide ongoing Configuration Maintenance support
- Router software / operating system updates
- Device break / fix support
- Ping monitoring – 24 x 7
- Proactive customer notification by a Data TAC Engineer
- Optional electronic customer notifications – e-mail / pager / text messaging
- Ticket initiation (if necessary)

Application One

Norwood Lumber, a wholesale supply company with five locations in New Jersey, recently purchased Cisco routers from PAETEC. Since it had a limited IT staff and all sites were on varying VPN connections over the public Internet, proactive network monitoring was impossible. By implementing PAETEC's Advanced Managed Router Support, Norwood Lumber now has a fully managed and monitored network. It now also has the resources that were once tied-up with networking issues, allowing it to take on other IT tasks pertinent to its business.

Application Two

Tel Tru Corporation, a distributor in Florida with 10 locations, had a Frame Relay network with PAETEC before it moved to an MPLS VPN platform. It recently upgraded to PAETEC's Internet 3.0 Mbps solution for each location and now uses VoIP over its MPLS VPN connection. PAETEC manages the routers using our Advanced Managed Router Support product for each of the 10 circuits. The customer enjoys the benefits of network redundancy and the capabilities that VoIP has to offer.