ciena®

Managed Services

Ciena's Managed Services delivers world-class, global, multi-vendor management—intuitively structured and competitively priced.

Challenge

Keeping your eye on your goal

Change has always been central to your work—now more than ever. Network demand has dramatically and permanently increased along with customers' expectations. New advanced capabilities must work alongside existing infrastructure, with no room for glitches; and finding, training, and maintaining staff with both legacy and emerging skills is a full-time job. Managing all this is a complex undertaking that doesn't generate revenue and can distract you and your team from what you were hired to do: think big, plan boldly, and reach goals.

We can help.

Solution

A trusted, skilled resource with the right people, tools, processes, and global reach

Whether managing your own network or your customer's, why not hand those critical tasks over to Ciena so you can focus on the big picture? After all, we've designed and built some of the world's most sophisticated networks.

You can benefit from Ciena's years of experience solving problems at all layers of the network. Leveraging Information Technology Infrastructure Library (ITIL) best practices, our experts work with your team to understand your network and management processes, then develop a plan to monitor and manage your network to meet your goals. And our Network Operations Center (NOC) team manages it all—regardless of vendor—globally[1], 24 x 7 x 365. We manage your network, including physical devices and virtual machines as well as private 5G networks and the traffic that flows through them. We also respond to the incidents and problems that inevitably arise in such complex environments, preventing those issues from causing disruption. We meet mutually agreed-upon Service Level Objectives (SLOs) and, if you choose, Service Level Agreements (SLAs) with financial penalties if we miss the mark.

[1] Limited local exceptions apply; see your Ciena representative for specifics.

What you get

- A suite of carrier-grade managed NOC services for Ciena and third-party networks
- Two tiers, from Essential's streamlined network assurance to Premier's full management with the option to add services, creating a comprehensive 360° offering
- Straightforward, competitive pricing
- Dedicated customer engagement manager
- Customer portal
- Much more

Make it flexible. Make it strong. Keep it simple.

Ciena's Managed Services are created to fit your specific needs. Straightforward service assurance? Full management? Even more robust 360° coverage? It's your choice.

Managed Services is designed to be flexible, offering two tiers: Essential and Premier. For those whose IT teams are deeply skilled or for those with budget constraints, the Essential tier provides the foundation to supplement your activities. For those seeking a more white-glove approach, the Premier tier delivers full network management.

With Essential tier, Ciena experts monitor, analyze, and triage incidents and problems to meet agreed-upon SLOs. A dedicated Customer Engagement Manager (CEM) discusses results with you quarterly, while the Ciena Portal enables you to stay in contact, participate, and keep up with network management issues as they develop.

Premier tier adds more advanced analytics along with performance, availability, and capacity management, plus monthly reporting including Root Cause Analysis (RCA) of any issues. Perhaps more significantly, SLOs upgrade to SLAs with credits payable to you if we miss targets.

Ciena's Managed Services

Multi-vendor, multi-domain managed NOC			
Core IP/Optical	Virtualized Edge	SD-WAN	Private 5G[2]

Essential	Premier
Network assurance	**Full managed network**
• Customer Engagement Manager • Dedicated NOC Management Team • Asset, event, incident, and problem management • Quarterly reporting • SLOs • Customer portal, and more	• **Essential +** • Advanced analytics • Performance, availability, and capacity management • Monthly reporting • SLAs with credits • More

Options				
	ITSM Integration	Span Management	Change Requests	Security and Compliance
	MCP Administration	Enhanced Configuration[2]	3rd Party Code Upgrades[2]	Penetration Testing[2]

[2] Future capability. Does not imply a commitment to deliver a service or to deliver it by a certain date.

We've made the entire offering powerful, managing different domains including IP and optical networks, virtualized edge, SD-WAN, and private 5G, as well as an array of options to deliver the advanced capabilities you have told us you want.

Our pricing couldn't be simpler: A flat fee per managed element based on the selected tier. No complicated formulas for device type and size, no onboarding or other fees, no puzzling line items.

Managed domains

IP and optical networks
As the cornerstone of our multi-service offering, our NOC manages your core IP and/or optical network, saving your team from the hassle of monitoring countless network events and raising tickets when issues occur or threaten to.

Virtualized edge
Network Functions Virtualization (NFV) is compelling but making it work is far harder than many anticipate. Our team of experts can design, implement, and manage your virtualized edge solution to help assure your success.

SD-WAN
Whether as a hardware- or cloud-delivered edge solution, and whether for your own use or a multi-tenant service for your customers, we help you realize SD-WAN's substantial benefits without the risk or headaches.

Private 5G
If you are looking for effective ways to deliver or extend wireless coverage to meet your customers' needs, our team's unparalleled expertise can give you the runway to manage these new 5G capabilities.

Summary
Whether dedicating staff to the high-engagement work of managing your core network or ramping up skills and sourcing tools to manage emerging network technology, the choice you face is really whether to bear the burden and risk yourself or share it with a trusted partner. As a leading network innovator, Ciena is ideally positioned to manage your network and carry the responsibility of keeping everything running smoothly so you can get back to what you do best.

The Adaptive Network™ connection
The Adaptive Network enables network providers to optimize their existing frameworks while incorporating new technologies and ways of working. It is built upon four foundational elements: Programmable Infrastructure, Analytics and Intelligence, Software Control and Automation, and Services. Running underneath these components is an architecture rooted in openness, scalability, and security.

Our Managed Services team ensures that your network runs at peak performance underpinned by the principals of the Adaptive Network, allowing you focus on your core business.

Ciena Services
We enable your success by ensuring your network keeps pace with your business. Our regional teams partner closely with you in a shared mission to understand your priorities and deliver the exceptional digital experiences your customers expect. We help you build, operate, improve, and transform your network, your way. We leverage our robust portfolio, proven processes and tools, and nearly 30 years' experience in creating the world's largest networks—all to power your successful journey to the Adaptive Network. Together, we've got this.

Learn more about Ciena Services →

Was this content useful? Yes No

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