INFOBRIEF | CIENA SERVICES

Managed Services

Managed Services deliver global, multi-vendor, AI-optimized 360° management of your IT infrastructure—intuitively structured and competitively priced.

Challenge

Keeping your eye on your goal

We know that you have a lot on your plate, from planning and executing new strategic objectives to a seemingly endless list of day-to-day tasks. All the while, network demand is perpetually increasing along with customers' expectations. New advanced capabilities must work alongside existing multi-vendor 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 can distract you and your team from innovating and growing your business.

We can help.

Solution

A global, secure, multi-vendor Managed NOC with robust optional capabilities

We developed Ciena's Managed Services as a globally geo-diverse and secure multi-vendor network operations center (NOC), supported by robust optional capabilities, to step in and free up your team to tackle strategic priorities by managing your network or your customer's network.

What you get
- A suite of carrier-grade, certified managed NOC services for Ciena and third-party networks
- Multiple domains:
  - Optical
  - Routing and switching
  - SASE/SD-WAN
  - Broadband
- Two tiers, from Essential's streamlined network assurance to Premier's full management, with the option to add services, creating a comprehensive 360° offering
- Multiple use cases to meet your needs
- Straightforward, competitive pricing
- Dedicated customer engagement manager
- Customer portal
- Much more

Ciena's Managed Services

Multi-vendor, multi-domain managed NOC

Optical	Routing and switching	SASE/SD-WAN	Broadband*

Essential	Premier
Network assurance	Full managed network
• Customer Engagement Manager (CEM) • 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

Optional capabilities	ITSM Integration	Span Management	Change Requests	Penetration testing
	Navigator Network Control Suite™ (Navigator NCS) admin		Security and compliance	

* Managed broadband is pre-release

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 NOC team manages it all—regardless of vendor—globally, 24 x 7 x 365. We manage your network, including physical devices and virtual machines from core to edge, including broadband networks, and the traffic that flows through them all. 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.

Flexible packages, simple pricing

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 are 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 the 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.

The Premier tier adds more advanced analytics along with performance, availability, and capacity management—plus monthly reporting that includes root cause analysis (RCA) of any issues. Perhaps more significantly, SLOs upgrade to SLAs with credits payable to you if we miss targets.

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. We've made the entire offering powerful and able to manage different domains—including optical networks, routing and switching, secure-access service edge (SASE) and software-defined wide area network (SD-WAN), and broadband, as well as an array of options to deliver the advanced capabilities you've told us you want.

Managed domains

Optical networks, routing and switching networks

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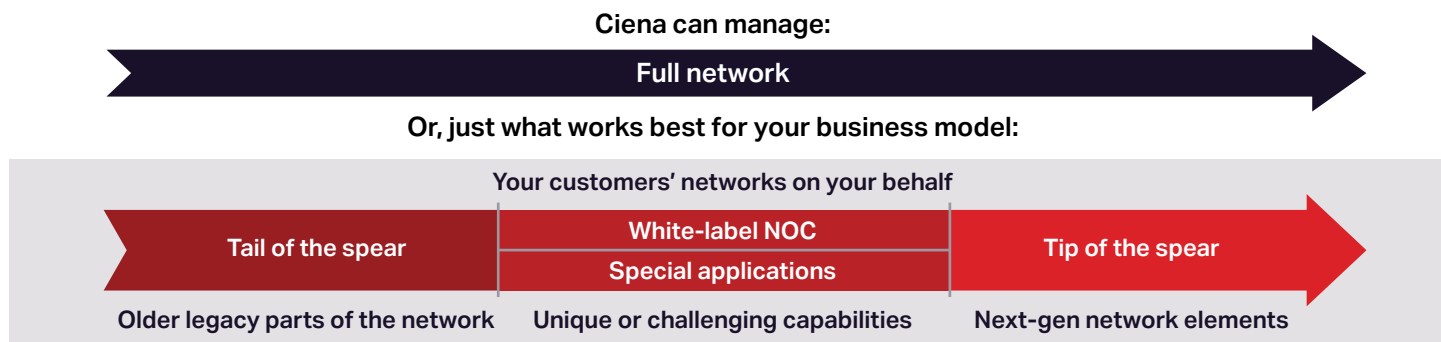
SASE and SD-WAN

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 SASE and SD-WAN's substantial benefits without the risk or headaches.

Broadband

Whether providing broadband service to your customers is a new or well-established part of your business plan, we are here and ready to enhance your success by managing this crucial part of your network.

You have options: Use cases for Managed NOC

Ciena can manage:

Full network

Or, just what works best for your business model:

Your customers' networks on your behalf

Tail of the spear	White-label NOC	Tip of the spear
	Special applications	
Older legacy parts of the network	Unique or challenging capabilities	Next-gen network elements

A use-case approach to Managed NOC

We also understand that turning over management of your full network to someone else can sometimes seem like a big step. So we've structured smaller, other-than-full-network uses cases identifying specific subsystems for us to manage—such as your new next-gen network elements, your older legacy network, 'NOC as a service' to manage your customers' networks on your behalf, or especially unique or challenging applications—while leaving the rest to you, simplifying and easing the decision.

Managed NOC use cases **Read the infobrief**

Managed NOC use cases **Watch the video**

Certifications

Protecting your data is important to Ciena, so we've made sure our NOC conforms to internationally recognized security standards:

- ISO 27001:2013
  Rigorous international standards to ensure the confidentiality, integrity, and availability of customer data, systems, and infrastructure being monitored and managed.

- NERC CIP
  Standards to address the security of electronic perimeters and the protection of critical cyber assets.

- SOC 2 Type II
  Demonstrates compliance with the AICPA's Trust Services Principles of Security and Availability, addressing the risks and opportunities of systems and privacy programs.

Summary

Ciena's Managed Services are ready to help your team achieve higher productivity by managing your or your customers' multi-vendor network. We have the expertise, certified global facilities, and best practices to flexibly manage your whole network or any part that requires our help. As a leading network innovator, Ciena Services is ideally positioned to carry the responsibility of keeping your network running at peak performance so you can focus on your other priorities.

The Adaptive Network connection

The Adaptive Network is Ciena's vision for guiding network evolution and business outcomes—enabling networks to grow smarter and more agile every day, so you're always ready for what's next. It's built upon four foundational elements: Software Control and Automation (ACT), Programmable Infrastructure (CONNECT), Analytics and Intelligence (SENSE), and Services (ACCELERATE). Running underneath these components are design principles of openness, scalability, security, and sustainability.

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

Ciena Services collaborates with you to ensure your network keeps pace with ever-evolving business needs—enabling you to deliver exceptional customer experiences. Our regional teams help you build, operate, improve, and transform your network with the right people, processes, and tools—efficiently and with minimal risk. For more than 30 years, Ciena has been earning the trust of network providers across the globe, helping them build some of the most adaptive, customer-centric networks in the world. Let us guide you to ensure your network is always ready for what's next. For more details, visit ciena.com/products/ciena-services.

Ciena Services	Learn more

Was this content useful?	◯ Yes ◯ No

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