



Telstra Managed Network Services

Reliable, Scalable Managed Networks
for Modern Businesses

Navigating the increasing complexity of network management

Data is the lifeblood of any modern digital business and the network – or digital fabric – is the critical infrastructure that ensures data flows swiftly, efficiently, and securely throughout the enterprise and its broader ecosystem of partners and customers.






If you imagine an organisation as a connected highway system, data represents the passengers, and the digital fabric serves as both the high-speed roads they travel on and the high-performance vehicles that transport (or route) them. But despite its importance, this critical layer is often seen as the most commoditised part of the hyperconnected digital stack, with nuances of its role often overlooked in technology transformation strategies.

The digital fabric is the single most crucial determinant of digital success. Businesses must ensure it remains fast, secure, and scalable in a competitive market, which can be challenging without the right in-house expertise. Research firm EMA surveyed hundreds of IT professionals around the globe to understand their biggest network management pain points, revealing:

- 40.6% identify skills shortages as a barrier to operational success
- 27.1% believe budget shortfalls restrict investments in essential tools and technologies
- 24.6% say a lack of standardised protocols and procedures complicates network management
- 21.9% argue that inconsistent network data leads to incorrect diagnostics and delayed problem resolution.

Why do businesses outsource?

Outsourcing network management bolsters businesses' internal IT team's productivity and job satisfaction, allowing them to focus on value-adding initiatives. The top five outsourced network activities include:

-  Configuration (44%)
-  Configuration backup (42%)
-  Monitoring (41%)
-  Troubleshooting (41%)
-  Wi-Fi management (41%)

What is Telstra MNS?

Telstra Managed Network Services help organisations bridge the tech talent gap, delivering expert solutions to manage and optimise your network infrastructure while allowing your business to focus on growth and innovation.

We provide 24x7 proactive management of your full network infrastructure and devices stack, including:

Managed SD-WAN:

Improve performance and optimise operations across your Wide Area Network (WAN) with software-defined solutions tailored for your business.

Managed Router:

Take the hassle out of managing your routing equipment for all your sites and cost-effectively improve the performance of your WAN.

Managed Switch:

Establish consistent standards for the design and management of LAN switches between offices to improve application flaws and minimise downtime.

Managed Wi-Fi:

Connect people, processes, data and devices with a range of managed Wi-Fi solutions that seamlessly and securely link these elements together, transforming an access technology into a key business enabler.

Customer Premises Equipment (CPE) deployment and maintenance:

Cost-effective CPE deployment and maintenance, for when you don't need a fully managed service, including a single point of contact for carriage faults and hardware replacement.

How it works

Day 0:

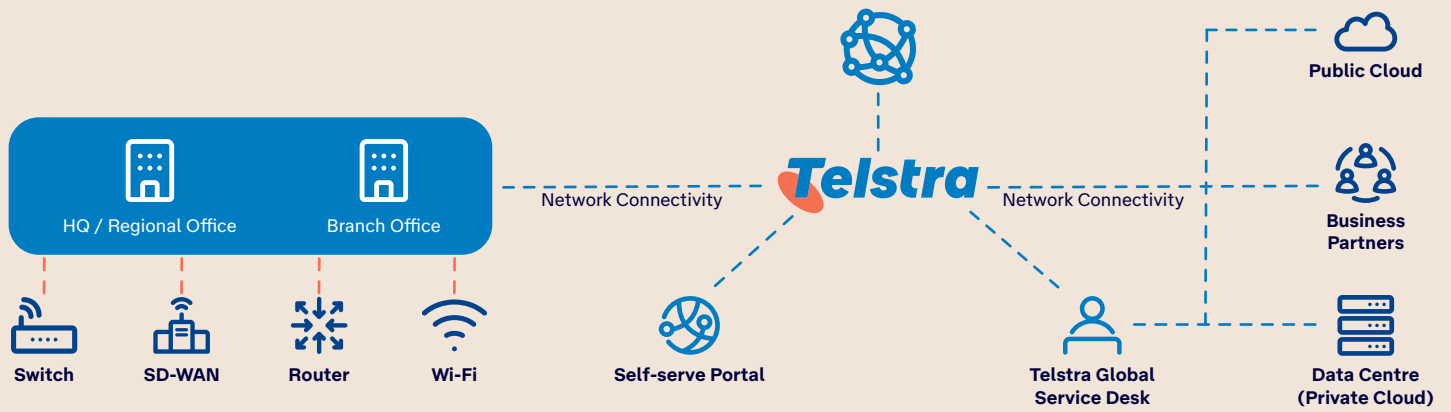
Assess, design, simulate and develop a proof of concept

Day 1:

Undertake migration planning, including low-level designs, implementation and service turn-up

Day 2:

Deploy incident management, problem management, change management, and service management



Key benefits of Telstra MNS

Telstra Managed Network Services bolster your internal capabilities and expertise to help bridge network management gaps.

It eliminates the hassle of building, monitoring and maintaining network infrastructure internally, so you can focus on more strategic business initiatives. Key benefits include:



Productivity and efficiency:

One-stop management for all your telecommunication technologies, Telstra or third-party carrier connectivity.



Peace of mind:

We ensure service availability and quick restoration, providing assurance and high-end user experience with 24x7 proactive service management to monitor, manage, and address incidents.



Future-proof your network:

We adopt the latest technologies to prevent obsolescence and optimise network performance for better network decisions with access to performance reports and insights through our online portal.



Freedom to focus on core business initiatives:

Tap into our ITIL-aligned practitioners and ISO/IEC 27001 Information Security Management certified operation centre to manage your network devices and to maximise network investment.

A flexible solution, tailored to your requirements

Telstra offers two Managed Network Services tiers, which are designed for different business requirements.

Service	Essential	Premium
Network Commissioning	✓	✓
24x7 Global Helpdesk	✓*	✓
Proactive Service Assurance	Alarm detection	Continuous 24/7 monitoring, including detection, response, resolution and root cause analysis
IT Service Management	✓	✓
Connectivity and network equipment restoration	Customer-managed**	Telstra-managed
Troubleshooting and Move, Add, Change, Delete (MACD) activities	Customer's responsibility	Telstra's responsibility
Telstra Connect web-based 24x7 reporting service	✓	✓

*Excluding CPE

**Customer-managed: Network infrastructure and equipment are offered by other service providers other than Telstra

Why Telstra?

Telstra helps organisations build market-leading digital fabric capabilities. We have more than 400,000 kilometres of subsea cable infrastructure and strategic relationships with network vendors, hyperscale cloud providers, and data centre operators, providing clients with a strong global multi-cloud backbone.

We also offer robust internet peering capabilities to provide optimal WAN underlay connectivity that extends and strengthens global reach.

Telstra Managed Network Services include three core components:

Purchase	Deploy	Run and Maintain
Multi-vendor SD-WAN CPE purchase options, or Bring-Your-Own-Device (BYOD)	Validation of high-level design scope and conversion to a low-level design	24x7 Telstra global service desk and self-service portal access
Multiple Telstra Connectivity options or Bring-Your-Own-Carrier (BYOC)	Network device configuration	Proactive fault monitoring, equipment restoration incident management, and more
Flexible management options (DIY, co-managed, or fully managed.)	Site Deployment and Commissioning	Network configuration management
Flexible Service Tiers (essential or premium)	Standard testing before customer integration and handover	Software and patch management, including equipment OS

About Telstra International

Telstra is a leading telecommunications and technology company with a proudly Australian heritage and a longstanding, growing international business. Telstra International empowers enterprise, government, carrier, and OTT customers with innovative technology solutions including data and IP networks, and network application services. These services are underpinned by our wholly owned subsea cable network—the largest in Asia Pacific—and include more than 30 cable systems spanning over 400,000 km, with access to multiple cable landing stations and more than 2,000 points of presence around the world. For more information, please visit TelstraInternational.com

Interested?

Whether you're exploring new possibilities or needing support for your existing solutions, we're here to help.

Contact your Telstra account representative for more details.

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🌐 telstrainternational.com

