



One of the top three carriers in the world is using Uplogix to deploy and manage services for federal customers

CUSTOMER PROFILE

While remaining unnamed in this case study to protect competitive advantages, this MSP is one of the largest carriers in the world, and a relatively new Uplogix customer.

They were initially introduced to Uplogix through an end customer, a large federal agency that has close to 2,000 remote sites that will benefit from Local Management as the network refresh project is completed.

Going forward, the MSP is looking to make Uplogix a standard offering in other projects.

For more information, please contact Uplogix:

www.uplogix.com

Uplogix Benefits for the Managed Service Provider

Uplogix is used throughout the customer life cycle for local management of network devices for one of the largest carriers as an out-of-band solution that goes beyond just access to provide functionality for:

- ▶ **Network Rollout** | Technicians with less networking experience are able to connect gear to the Local Manager, which can either push configurations to devices, or serve as a gateway for remote network administrators to bring up gear. Sites come online faster, with less staging.
- ▶ **Multitenant Access** | The carrier can access Uplogix for initial tasks like device burn-in before granting access to their customers for specific management tasks. Automated monitoring capabilities ensure that connections like out-of-band modems are functioning before technicians leave the site.
- ▶ **Ongoing Management** | In addition to 24/7 monitoring and automated fault recovery, in situations where a device must be replaced, bare-metal restoration allows the carrier to use “hard hat” technicians to swap out gear.

Fortifying a comprehensive portfolio of secure IP-based data, cloud, integrated and managed solutions with Local Management

From roll-out support to monitoring and maintenance, Uplogix provides an out-of-band solution that goes far beyond remote access

As one of the largest telecommunication companies in the world, this Uplogix customer provides the technical expertise, responsive account management and world-class solutions needed by today's federal networks.



Uplogix provides an onsite toolbox for managed service providers that lowers operation costs while improving customer experience

Right there, so you don't have to be

Ensuring high availability and performance for customers with geographically distributed networks and multiple remote locations presents a number of unique management challenges for the MSPs staff. Uplogix Local Management uses direct serial connections to managed devices to provide secure remote access, automated configuration, change and support tasks, and 24x7 high-resolution network-independent monitoring.

As part of a nationwide refresh of network routers, Uplogix Local Management was selected to replace older out-of-band access-only solutions. For the MSP, Uplogix provides functionality for rapid roll-out, maintenance and additional customer services that support hitting SLAs and differentiation in the market.

Speeding up network rollouts

Uplogix Local Managers can store and push device configurations over the console port. This means that even devices that provide network connectivity (like routers) can be configured remotely or automatically after basic cabling is completed. This lowers the experience level needed for onsite staff, allowing the MSP to control costs and allow their experts to connect remotely to sites, saving truck rolls and shortening installation time.

Providing customers with features that differentiate from the competition

The managed service market is a competitive space. Customers expect high uptime and are cost-conscious. Being able to deliver new value-added services through Local Management is an important competitive advantage for the MSP.

Granular access and detailed reporting are two areas where Uplogix value can be passed along to the end customer. Roles can be created that specify which devices and which commands are available for secure customer access. This allows the MSP to deliver the access and support levels their customers want and back it up with detailed reporting that is collected when the network is up or down.

Daily support and recovery

Day-to-day management tasks are simplified with Uplogix. The MSP uses Uplogix to monitor gear locally. One example is automatically verifying out-of-band modems are available, ensuring that things are working as expected.

Should a managed device with issues not be able to recovered, it's easy to replace it with a bare-metal restore aided by Uplogix automation and local storage of configuration files.



ABOUT UPLOGIX // Uplogix provides the industry's first local management solution. Our co-located management platform automates routine administration, maintenance and recovery tasks—securely and regardless of network availability. In comparison, traditional network and systems management depends on the network, uses multiple tools, and remains labor intensive. Uplogix puts the power of your most trusted IT administrator everywhere, all the time.

Uplogix is privately held and headquartered in Austin, Texas. For more information, please visit www.uplogix.com.

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