



# 8x8 Managed Technical Services



## Optimize Network for Mission-Critical Communication

Collaboration and communication are the lifeline of any business. To connect both your distributed workforce and customer base, the quality and availability of communication solutions have been pivotal for admins like never before. The cloud service provider plays a key role in localization and routing of applications so that end users experience minimum latencies and great performance. However, the quality of service is as good as your underlying network. Network inefficiencies can cause the audio to break-up, and video to become jittery and unusable, so optimizing performance to deliver

a good user experience is critical. Joining a conference call where the audio sounds like people are speaking underwater is not only a terrible experience, it's also a sign that your network may need a tune-up.

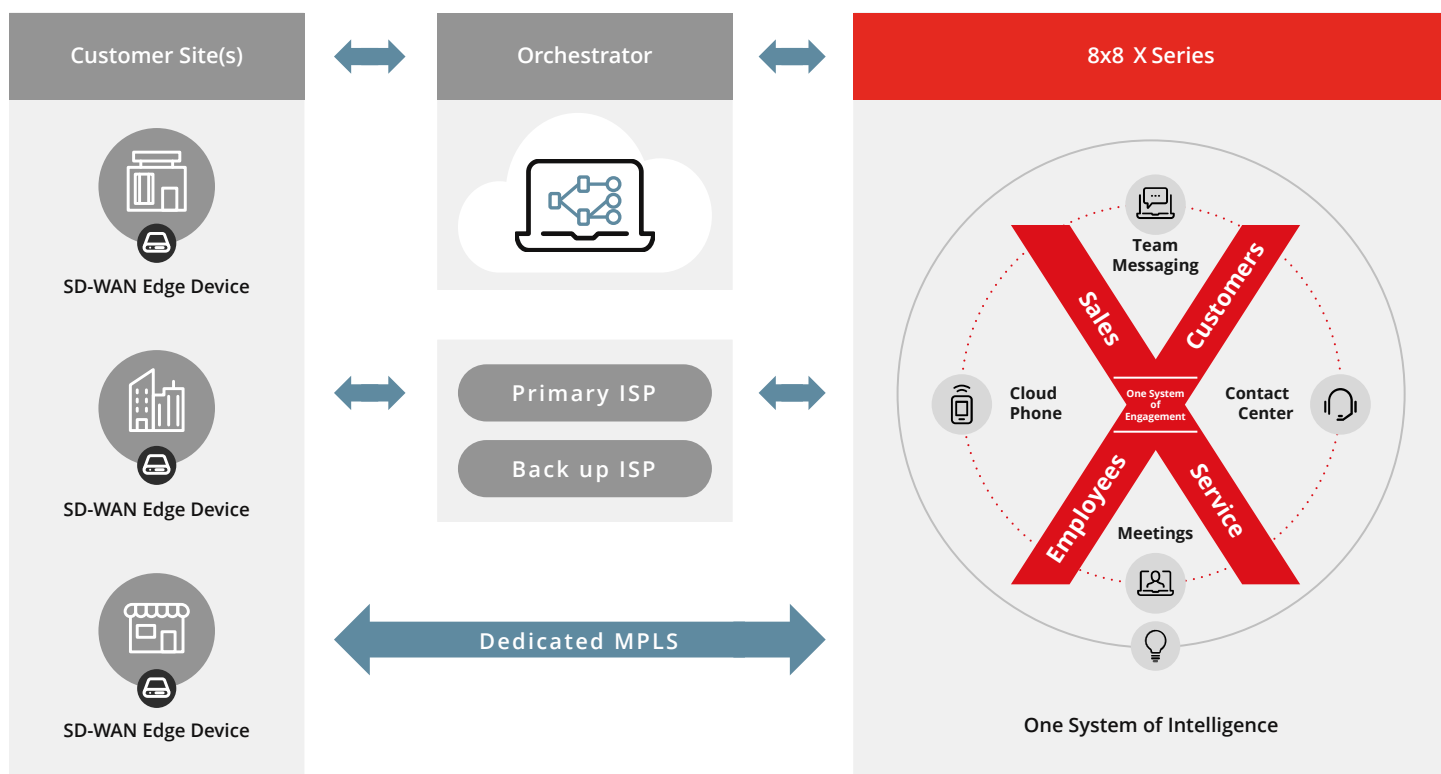
8x8 Managed Technical Services (MTS) combines SD-WAN and 8x8 Premium customer support to deliver assured performance for mission-critical applications over cost-efficient Internet links. The SD-WAN component of MTS is powered by VMWare SD-WAN by VeloCloud. MTS is delivered as an add-on service to 8x8's core communication and collaboration offerings.

**In today's accelerated, 24/7 pace of business, no company can afford to be hampered by their network, especially when it comes to applications critical to their daily operations. 8x8 Managed Technical Services provides IT with an easy, reliable solution and one less headache.**



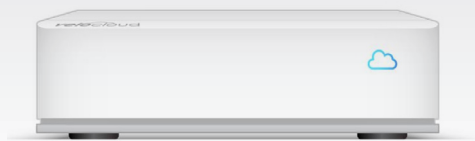
MTS does not require special skillset at the customer premises for deployment. A network (edge) device is shipped to the site where non-IT personnel can plug in power and WAN links, the configuration and management is handled remotely in a centralized manner. In practice, it means that an IT manager can send an SD-WAN appliance to a remote site and install it remotely without a truck roll. The discovery and identification processes are automatic, as is bringing the node appliance online, configuring it and applying business policies. A process that previously took days or even weeks, has now been reduced to a matter of minutes. Deploying MTS can be as easy as connecting a Wi-Fi router.

VMware SD-WAN™ by VeloCloud® is a cloud-delivered SD-WAN solution that helps simplify and automate the operations of running a network. SD-WAN abstracts away the hardware and puts all of its functionality into the software. It takes the intelligence of how a network is managed and decouples that intelligence from the network itself. Since it's software-defined, it's much easier to configure, deploy, scale and re-configure than with hardware-centric solutions. SD-WAN is an overlay transport employing broadband Internet with or without traditional MPLS to access both enterprise and cloud applications, and an orchestration layer for automation based on business intent.





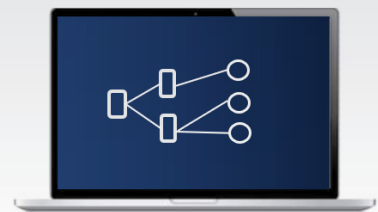
## MTS: Solution Components



Edge device



WAN Gateways

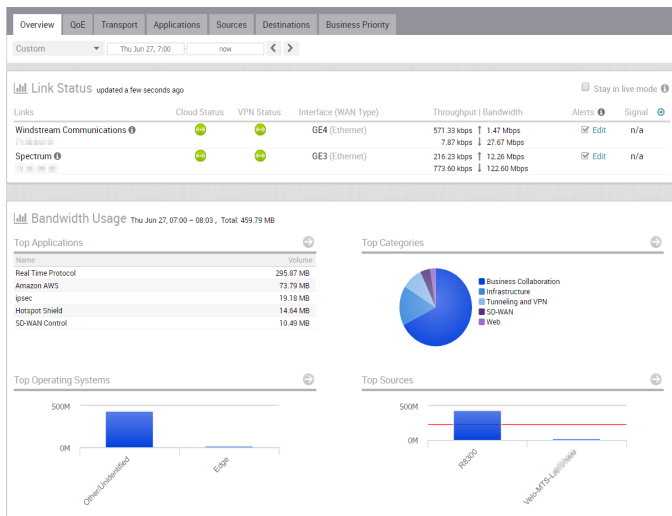


Orchestrator

MTS is the result of thorough testing of the solutions by the two vendors and due diligence of the partnership to deliver an assured quality of experience (QoE) for audio and video communications.

**SD-WAN Edge:** The edge appliances, compact and easy to configure, work as the sensors on the network, monitoring how the WAN is working and all the applications that are using data. Deployed at the customer premises, the edge appliances are zero-touch deployable. Once connected to the Internet, it can automatically connect, authenticate and be configured remotely.

**SD-WAN Gateways:** Hosted off-prem, these gateways dynamically optimize the routes to applications along with delivering network services to and from the cloud. They are highly available, scalable and can be deployed on-demand. These gateways implement dynamic multi-path optimization (DMPO), cloud VPN and Quality of Service (QoS) between cloud and edge at the customer premises, logically combining multiple broadband links (such as DSL, cable, LTE) and private direct links to appear as one high capacity link.



**SD-WAN Orchestrator:** A web-based centralized monitoring tool offers a single pane of glass to view, configure, report and manage the performance of the entire network. Based on the business policy, orchestrator enables traffic prioritization and management ensuring the real-time traffic, video and voice traffic in this case, gets the desired bandwidth.

“All networks are not created equal and network inefficiencies can cause real-time traffic like voice and video to be choppy and unintelligible. With 8x8 Managed Technical Services, businesses get an optimized network – as well as insights into issues on their network – to transport their cloud-delivered 8x8 voice, video, chat and contact center services,”

– Dejan Deklich, Chief Product Officer at 8x8



## 8x8 Premium Customer Support

The other key component of MTS is 8x8 premium customer support. With ease-of-use and simplicity for the customer in mind, 8x8 offers complete support for Managed Technical Services along with its core services. This means one team for managing and supporting the communications platform and underlying SD-WAN. Once deployed, MTS support includes:

- Front of Line Pass to expedite handling and priority routing for web and phone cases
- Accelerated Response to provide quicker engagement
- Live Chat with experts to get answers or open a support case
- Support portal for submitting and reviewing case status, news and alerts and featured tips
- Network health check-up every 6 months
- Customer community for product documentation, FAQs

To deliver the highest level of network performance for real-time cloud-based services, 8x8 Managed Technical Services combines SD-WAN, which centralizes the monitoring and management of the network performance, along with Premium Support, which offers full management of the service while providing customers complete visibility into bandwidth usage and network performance.

MTS is well suited for customers looking for:

- Better quality of experience for video and audio communications
- Utilizing the Internet for cost-effective connectivity to 8x8 services
- Simple and faster WAN deployment at the remote and branch offices

- Real-time visibility into network performance and bandwidth consumption by applications
- Managed SD-WAN without specialized skills at the customer end

Managed Technical Services provides a reliable network for cloud-delivered communications so that your team and customer can experience a new speed of business.

## Ready for the Next Step?

Contact a Solutions Expert to learn why 8x8 is the only complete communications platform that uses the collective power of your business to improve the customer experience across all interaction channels. Call us at **1.833.208.0593** or visit us at [www.8x8.com/mts](http://www.8x8.com/mts).

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8x8, Inc. (NYSE:EGHT) is a leading provider of cloud phone, meeting, collaboration and contact center solutions with over a million business users worldwide. 8x8 helps enterprises engage at the speed of employee and customer expectations by putting the collective intelligence of the organization in the hands of every employee. For additional information, visit [www.8x8.com](http://www.8x8.com), or follow 8x8 on LinkedIn, Twitter, and Facebook.

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