ENTIRE TEC

TRANSFORM YOUR ENTERPRISE NETWORK INTO A RELIABLE AND POWERFUL MOTOR

ENTIRETEC Global Network Services enable a stable, business-oriented network architecture that exactly meets your requirements and supports your company goals - today and in the future.

Your Advantages:

- Centralized communication platform for all connected locations
- End-to-end encryption for information integrity & security
- Optimized routing & redundancy of communication routes
- Regular firmware and software updates of all components
- Seamless integration into existing infrastructures
- Maximum availability, highest security and redundancy
- Uniform IT standards and policies in all locations
- Top expertise and therefore ree resources of your own IT team
- 24x7 operations of the corporate network with customized SLAs
- Complete service visibility through dashboards in the web-based Service Portal
- Reduction of support costs and a flexible, opex-oriented cost model
- Worldwide services based on ITIL best practices
- Strategic tailor-made and business-oriented approach

IP-based networks are an important lifeline of every company and essential for a competitive business. Every day, new network-based applications are entering the daily business resulting in a constantly growing complexity of network infrastructure that requires a stable and future-oriented basis.

ENTIRETEC Global Network Services cover a wide range of networking technologies, enabling efficient collaboration across all business units and ensuring that the optimal bandwidth is available dynamically. Our certified experts plan, configure and operate your network infrastructure and tailor it to a business-oriented solution.

Our services offer maximum flexibility. There are transparent and modular to meet your needs, requirements and challenges.

LAN
Private, secure, wired communication platform for enterprise networks and data center environments

WLAN
Private, secure wireless communication platform for enterprise networks and public environments

VPN
Cross-location communication platform for the high-security connection of all locations of the customer

Remote Access
Secure connection of all mobile devices to the private communication platform

ONE PLATFORM FOR ALL SERVICES

All services are operated through a private communications platform that seamlessly integrates with the existing customer network taking into account the customer's IT policies and security requirements. The platform securely connects sites and mobile devices and provides identity-based access to shared resources.

Global Network Services:

- Network Solution Design
- 24x7 Customer Helpdesk
- Service Manager & Escalation
- Service Monitoring
- Event Management & Alarming
- Inventory & Asset Management
- Configuration Backup
- Incident Management
- Problem Management
- Lifecycle Management
- Capacity Management
- Release Management
- Change Management
- Service Improvement Management
- Service Maintenance
- Service Documentation

Service Portal:

- Overview of all services
- Service Contract Management
- Quick access to important contacts
- Evaluations on network performance
- Network topology
- Asset & inventory lists
- Customer-specific dashboards
- Details about generated alarms
- Create and view open and closed support tickets
- Download service reports, documentation and contracts
- Manage user profiles
- Multi-Client-Capability

PLANNING & DESIGN

ENTIRETEC offers flexible resources and know-how to handle the most complex requirements of our customers. No matter whether you want to build, update or optimize your network, our Solution Architects always strive to achieve your goals with the best possible approach.

ROLLOUT & MIGRATION

The worldwide rollout takes place on the basis of the design that we have developed and jointly discussed. Our experienced project teams identify potential problems in advance and ensure a smooth migration with minimal disruption with a detailed step-by-step plan.

MONITORING & PROACTIVE OPERATIONS

Protecting and operating your network should not keep you awake at night or disrupt your company's core business. Our operations team monitors health, performance and security aspects of your infrastructure round the clock, and provides maintenance and support as required.

Our central Network Operation Center (NOC) based in Germany ensures 24x7 comprehensive support, trouble-free operations and the best possible availability of all services. The Customer Helpdesk receives all service and support cases via hotline and processes according to individually agreed SLAs. Each customer has a dedicated Service Manager as contact person.

YOUR NETWORK ALWAYS AT YOUR FINGERTIPS

The ENTIRETEC Service Portal is a central, web-based information platform that enables customers to access all service-relevant data, identity- and role-based - anytime, from any device.

Custom dashboards provide a holistic, real-time view of all service-integrated components. Individual service reports on historical and current data provide insights that support continuous service improvement and future IT planning.