



**Embrace the future of networking with Intercity SD-WAN, our fully managed solution designed to optimise your business's connectivity and performance. Our service integrates advanced routing, security, and application prioritisation, ensuring seamless operation across your distributed network.**

Experience unparalleled agility, visibility, and control, enabling your business to thrive in the digital era by realising the transformative potential of Intercity SD-WAN over your business's network.

## What challenges does it solve?

### High Network Infrastructure Costs

SD-WAN reduces reliance on costly MPLS circuits by leveraging internet connections, significantly reducing bandwidth costs. It also minimises the need for hardware, lowering capex and opex.

### Lack of Network Control

Traditional WANs offer little visibility or control over the network. SD-WAN provides enhanced visibility and centralised control, enabling better optimisation and performance management.

### Poor network security

SD-WAN improves security by encrypting network traffic and offering integrated threat management features which protect against a wide range of cyber threats.

### Lack of Scalability

As businesses grow, so does demand for networking. SD-WAN enables much easier scalability, accommodating new sites and services without the cost overheads and complexity of traditional WANs.

### Poor network connectivity

Application-Aware Routing is a key feature of SD-WAN, which intelligently directs traffic based on the type of application, its performance requirements, and current network conditions.

## What user stories does it support?

**These user stories highlight the flexibility and adaptability of SD-WAN to meet the evolving needs of modern businesses.**

### ✔ Digital Transformation

Seamlessly move applications to the cloud without impacting the user experience, whilst benefiting from the scalability and efficiency of cloud services.

### ✔ Business Expansion

Quickly integrate newly-acquired sites into the corporate network without significant downtime or cost, ensuring consistent access to corporate resources and facilitating business integration.

### ✔ Remote Workforce

Provide reliable and secure access to corporate resources from any location, ensuring consistent staff productivity when working remotely.

### ✔ Network Downtime

Dynamic routing of traffic across the best available paths, results in SD-WAN enhancing network reliability and reducing downtime.

### ✔ Disaster Recovery

Ensure that the network can automatically reroute traffic in the event of any link or total site outage, minimising the impact on operations.



# What are the benefits?

## Reduced Costs

SD-WAN optimises bandwidth and reduces reliance on MPLS in favour of internet circuits, reducing cost on connectivity and edge routers.

## Enhanced Connectivity and Reliability

SD-WAN optimises network performance, providing more reliable and secure access to applications, data, and cloud services.

## Improved Cybersecurity and Protection

SD-WAN includes Next Generation Firewalls (NGFW) at the network edge and optionally in our network core to provide enhanced security.

## Increased Bandwidth Usage Efficiency

SD-WAN steers traffic over the most suitable links based on application needs and current network conditions.

## Easier Network Management

SD-WAN simplifies the management of network operations, with centralised control and visibility of traffic performance.

## Ability to Adapt to Changes in Demand

SD-WAN responds in real-time to changes in traffic demands and network conditions, ensuring more consistent performance.

## Foundation for Secure Access Service Edge (SASE) strategy

SD-WAN is intrinsic to SASE and provides a foundation for adding Secure Service Edge components to create SASE.

# How is the service set up?

This is how we approach the journey of implementing an SD-WAN solution which will transform your network infrastructure.

- 1 Network Assessment:** We will conduct a thorough assessment of your network to understand its strengths and limitations. This enables us to identify areas where SD-WAN can deliver the most benefit.
- 2 Solution Tailoring:** Based on the assessment we will propose a solution which best fits your business requirements, strategic goals, and budget.
- 3 Customised Design:** We will design an SD-WAN architecture which is Secure by Design and integrates with your operations setup, detailing how deployment will minimise any disruption.
- 4 Seamless Deployment:** We will handle the deployment process, configuring the SD-WAN devices and orchestrating their deployment across your sites, leveraging zero-touch self-service or engineering site visits as needed.
- 5 Comprehensive Testing:** We will rigorously test the SD-WAN to validate its performance and ensure it meets your needs for speed, reliability, and security.
- 6 Performance Optimisation:** We will monitor the SD-WAN and optimise its performance, making adjustments from time to time to maximise its efficacy.
- 7 Proactive Management:** We will manage your SD-WAN, providing change management and service reporting to evidence performance.



## In-life management

**Our comprehensive approach to managing your SD-WAN ensures that you receive a reliable, secure, and efficient solution. Our responsibilities include the following activities.**

**Security Management:** We ensure that the network is secure by monitoring threats, applying patches, and updating security policies.

**Network Performance Monitoring:** We continuously track SD-WAN health and performance to ensure its optimal operation.

**Troubleshooting and Support:** We provide support to a rigorously-applied SLA, responding promptly to resolve incidents.

**Configuration Management:** We manage the configuration settings of SD-WAN devices to align with your changing requirements.

**Change Control:** We apply a structured process for managing changes whilst minimising disruption.

**Traffic Optimisation:** We analyse traffic patterns and adjust routing policies accordingly to ensure efficient data flow.

**Capacity Planning:** We liaise with you to forecast future network requirements and scale the SD-WAN to ensure that capacity is optimised.

**Reporting and Analytics:** We provide reporting on network usage, performance metrics, and other key data points to support data-driven decision making.

**Service Management:** We provide as an option a dedicated service manager who is your single point of contact for the duration of your contract.

## ► WHY BUY SD-WAN FROM INTERCITY?

### ✓ Comprehensive Solution

Our end-to-end approach to service setup and in-life management means that we are responsible for all aspects of delivering and managing your SD-WAN solution, freeing up your time to focus on your business-critical activities.

### ✓ Up to 99.999% Site Availability

We will deploy connectivity and equipment designed to meet the needs of different sites, ranging from 99.9% for remote and branch offices served by a single circuit, through to 99.999% for the most critical sites, served by resilient circuits and equipment configured for high availability, plus a third circuit via 4G.

### ✓ Carrier Independent

We can work with connectivity from any of your existing connectivity suppliers, along with delivering new circuits from our suppliers as required, selecting the optimum solution based on availability, lead time, and cost.

### ✓ Opex Charging

We can provide SD-WAN based entirely on recurring charges for equipment, services and connectivity (carrier fibre circuit setup charges excepted).

### ✓ High-Quality SD-WAN Equipment

We partner with Fortinet and Juniper Networks, recognised by analysts such as Gartner, Forrester and IDC as leaders in their fields, and both dedicated to integrating ESG principles into their business models.

### ✓ Service Delivery

Led by a dedicated Intercity project manager, with APM certification, supported by our Engineering and Technical Service team and expertise from carefully selected technology partners.

### ✓ 24/7 Support

We support SD-WAN round the clock from our Intercity Secure Operations Centre located in Birmingham and Bolton, with our engineers ready to take your calls promptly and backed up by SD-WAN specialists available at all times.

### ✓ Our Experience and Expertise

Evidenced by our NPS score of 90, Customer Effort Required score of 2.5/10 (lower is better) and sector-leading Customer Satisfaction Index scores including 86/100 for ethics and 84 for customer ethos.

**FORTINET**



**intercity**

**ALL WE NEED TO KNOW IS...  
WHAT IS IT THAT YOU WANT TO DO?**

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