

**SDN COMMUNICATIONS**  
the business simplification experts

# MANAGED ROUTER SERVICE OFFERING (MRSO)

SDN COMMUNICATIONS

## MANAGED ROUTER SERVICE OFFERING (MRSO)

SDN COMMUNICATIONS HAS THE CONNECTION & CISCO EQUIPMENT TO MAKE IT ALL WORK

### MRSO LEVEL 1 —Hardware

BENEFITS: (Starting at \$40/month)

- Equipment savings – No up-front costs on new circuit turn-ups
- Equipment back up – SDN will keep replacements on hand for next-day shipping in the event of an equipment failure

### MRSO LEVEL 2 —Hardware, Configuration, Trouble Shooting

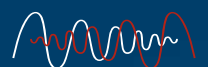
SAME BENEFITS AS LEVEL 1 PLUS: (Starting at \$65/month)

- Staff savings— No engineering staff necessary in your company
- Engineering help— SDN certified staff design, stage, configure and remotely implement service
- Round the clock support— 24x7 SDN remote support and trouble-shooting assistance
- Automated backup of configurations

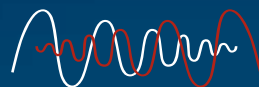
### MRSO LEVEL 3 — Fully managed solution with SDN Network Surveillance Center

SAME BENEFITS AS LEVEL 2 PLUS: (pricing dependent on customized solution)

- Less Downtime – SDN's Network Surveillance Center staff will have a 24x7 watch on your network
- Alerts only when you want them – You decide when SDN's NSC staff needs to bring an issue to your attention so you avoid needless interruptions
- Maintenance free – The NSC performs standard lifecycle maintenance for optimum performance, including software updates, protocol modifications and configurations
- Automatic trouble ticketing – NSC technicians isolate the problem immediately
- A dashboard view – Web portal access will give you customized reports to:
  - Router information details
  - Router performance (memory usage, CPU usage, errors, discards, etc.)
  - Configuration moves, adds or changes (MACS) submitted by you
  - Circuit bandwidth utilizations
  - Device availability
  - Trouble ticket monitoring



**SDN COMMUNICATIONS**  
the business simplification experts



**SDN COMMUNICATIONS**

the business simplification experts

## WHO WE ARE & WHAT WE DO

SDN COMMUNICATIONS IS THE REGIONAL LEADER IN CONNECTING BUSINESSES THROUGH STATE-OF-THE-ART TELECOMMUNICATIONS.

**WHO WE ARE** SDN Communications is the Information Superhighway for the Midwest. Its network of over 21,000 miles of fiber optics connects leading businesses throughout the region. SDN has offices in Sioux Falls, Rapid City, Pierre, and Omaha.

SDN serves businesses of any size, but especially those industries with multiple locations such as:

- Financial Institutions (Connecting bank branches, credit unions, etc.)
- Healthcare (Connecting hospitals and clinic locations)
- Education (Connecting K-12 schools and universities across the state)
- Government (Connecting state/local offices)

**WHAT WE DO** Business telecommunications is an exciting and ever-changing field. SDN Communications is proud to be the regional leader for 20 years.

- Business-Class Broadband Internet
- Multiple Office Location Connectivity
  - Any-to-Any Transport
  - Fully Meshed Solutions for Built-in Disaster Recovery
- Phone Systems and Unified Communications
- Networking Hardware and Software
- 24x7 Network Surveillance and Device Monitoring
- Structured Cabling Services
- Network Consulting

**WHY CHOOSE SDN** SDN Communications is a forward-thinking, progressive company that offers only the best:

- Network uptime of 99.999%
- 24x7 live-answer support from a certified Network Operations staff
- An unprecedented 87% customer satisfaction rate
- Solutions to fit your needs— we involve a sales engineer with every sale
- A multi-homed, SONET protected and self-healing network
- The best equipment with the certifications to back it up. We perform constant upgrades to our network to bring you the newest and best technology.

SDN COMMUNICATIONS

WWW.SDN COMMUNICATIONS.COM