

## / NITEL BATTLE CARD

Nitel is a leading next-generation technology services provider. We simplify the complex technology challenges for our customers to create integrated and tailored managed network solutions that propel their organizations forward. Because we're solving complicated IT challenges for them, our customers can operate with greater productivity and have the freedom to focus on other critical business issues.

## / NITEL SOLUTIONS

### HYBRID NETWORK CONNECTIVITY

- MPLS
- Dedicated Internet Access
- Cable Broadband
- DSL
- Wireless
- Satellite
- Cloud Connection Service

### SD-WAN

- SD-WAN
- SD-Security:  
Integrated managed  
next-generation firewall

### MANAGED SECURITY

- Managed next-generation firewall
- Managed SIEM  
(Security Information  
and Event Management)
- Managed Security Testing

### VOICE SERVICES

- SIP Trunking



## / WHEN TO THINK NITEL

- Multi-location wide area networks
- Challenging reach
- SD-WAN/SD-Security
- Internet access, especially Ethernet
- Mid-size business/small enterprise
- Any vertical
- E-Rate
- U.S. locations

## / WHY ARE WE DIFFERENT?

### COMPREHENSIVE TECHNOLOGY MANAGEMENT

With a wide breadth of capabilities, Nitel provides comprehensive management of your technology services. With a single provider taking a holistic view of the security, health and performance of your technology environment, you avoid vendor finger pointing and ensure that components don't just work, they work together.

### TAILORED SOLUTION DESIGN

Nitel integrates over 1,100 of the best performing local, regional and global access vendors to give you greater flexibility, resiliency and geographic reach than any traditional network provider.

### SIMPLE MANAGEMENT

With single-pane-of-glass visibility into your network performance and security environments, Nitel takes the mystery out of ensuring your business is getting the most out of its wide area network.

### SERVICE EXPERIENCE

With a dedicated team of empowered experts behind you at every step of your journey, you're always a phone call away from finding answers. We'll manage every process with a microscope so you don't have to and offer a flexible approach to keeping you informed.

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## / QUALIFYING AND TECHNICAL QUESTIONS

### CLOUD MIGRATION

- Which applications are your most critical?
- Do you have any critical applications that have moved or are moving to the cloud?
- How will you ensure performance after they move to the cloud?

### NETWORK PERFORMANCE

- How do you monitor performance of your critical applications today?
- What metrics do you have access to today?
- What other metrics would be useful that you don't get today?

### SECURITY

- How are you ensuring the security of your network today?
- Have you had a security breach?
- What tools do you use to watch over the security of your network?

### TECHNICAL SUPPORT

- Tell me about the process you go through to resolve an outage or other technical issue.
- When you call tech support, how long does it take for someone to answer?
- How long does it take for your provider to solve the problem?
- How satisfied are you with the follow up you receive from tech support?

### BACKUP

- What redundancy do you have built into your network today?
- Are you using diverse carriers, POPs, routes and/or building entrances?
- Do your routers have auto-failover capabilities?
- When was the last time you had an outage?
- How long did it last?
- What is the impact of a network outage on your business?

### ACCOUNT SUPPORT

- How frequently do you speak with your current provider about the future of your network?
- Are moves & changes done online, via email or phone?
- Do you work with a specific person or a general email distribution/phone number?
- How do you authorize moves & changes?
- How long does it take to perform moves & changes?
- Are you satisfied with the follow up you receive from your account support?

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## / INSTANT QUOTING THROUGH N-TELLIPRO

- Instant pricing
- Pricing across all services: network, SD-WAN, security, voice and more
- Quotes include best price across multiple vendors
- Easy batch upload for multi-site opportunities

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