



### Reliable, cost-effective operation of complex and global local and wide-area network (LAN/WAN) environments.

Digital transformation has introduced increasing complexity, especially in global network environments. It's impractical to have locally-managed LANs at individual sites linking to remote operations, suppliers and customers via a separate WAN. SITA's LAN Management provides a single source for all network needs, reducing overall costs and ensuring global consistency.

#### BACKGROUND

##### Increasing complexity

Modern business-critical applications, such as unified communications, IP video, e-learning and e-commerce, require a robust, end-to-end and securely-managed communication environment.

##### Fragmented management

Locally-managed LAN infrastructure can cause interoperability and management challenges that drain financial and management resources.

##### CAPEX restrictions

IT organizations are under pressure to eliminate network investment and capital expenditure from their balance sheets. They need to ensure that budgets and cash flow are focused on their core business.

#### SOLUTION

Focus on your core business. Eliminate network investment and capital expenditure by having your communications infrastructure managed by a single provider. We can deliver operational reliability according to strict service level standards for all WAN, LAN and Wireless Local Area Network (WLAN) needs.

SITA LAN Management offers the simplicity of one contract and one monthly bill – no matter the coverage. Visibility is provided through monthly reporting and control performance according to specific Service Level Agreements (SLAs).

With this system, interoperability and multi-partner management issues become a thing of the past.

#### BENEFITS

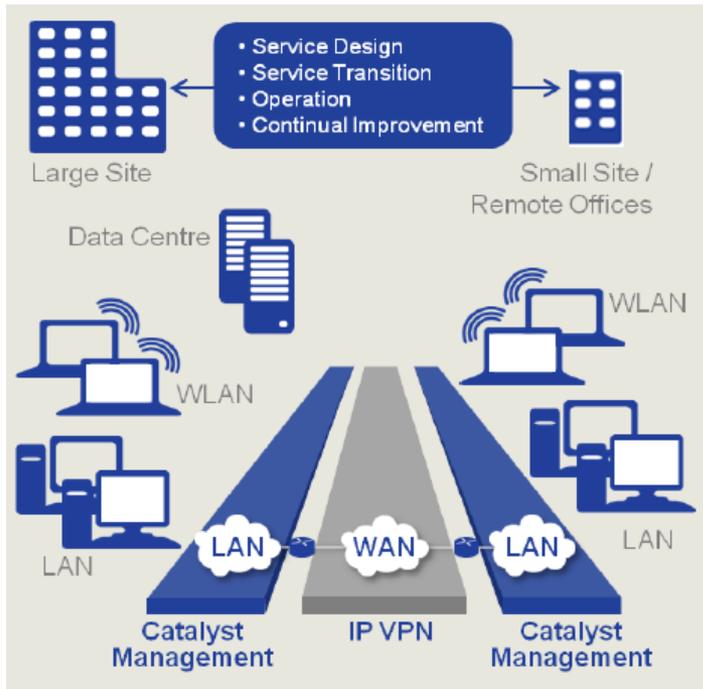
- Reduce operational spending (fewer local staff)
- Converge infrastructure (site standardization)
- Lower administrative and management overheads
- Reduce downtime costs
- End-to-end integrated WAN and LAN design
- Local support on a global scale
- SLAs
- Faster deployment of new sites and new technology
- Minimize CAPEX investment with OPEX only model
- Improve the performance of business applications

#### RESULTS

**1000+** managed LAN devices

Available in **140+** countries

## How does it work?



## SOLUTION COMPONENTS

### 1. Service design

End-to-end quality of service designed to support your business-critical applications. This includes layer 2 and layer 3 (routing), Virtual Local Area Network (VLAN) and support of both wireless and wired authentication.

### 2. Service transition

A SITA Transition Manager ensures smooth migration to LAN Management. The SITA bill includes global equipment procurement and integration of LAN Management, greatly reducing your local procurement and tax administrative costs.

### 3. Operation

Avoid finger pointing between different service providers through web-based tools and integrated customer care. On-site support is standard and a LAN manager can take care of your day-to-day support requirements in a larger office.

### 4. Continual service improvement

You can optimize performance with detailed end-to-end monitoring and reporting, along with regular service reviews. You can also identify your changing business needs and respond to them quickly.

## CASE STUDY

A global container shipping company transporting 5.5 million containers annually, with operations in 180 countries was facing the following challenges:

- Deliver a business-driven IT transformation program to enhance competitiveness
- Increase service levels to the internal business units with optimal use of resources
- Reduce the number of different technologies and services supported in the network

SITA delivered an integrated LAN/WAN solution:

- More than 1000 managed LAN devices in over 100 cities fully integrated into the customers' IP network
- A global IP communications WAN
- All services globally supported with world-class customer service
- Operations available locally in over 140+ countries around the globe

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