MANAGED
NETWORK
SERVICES

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NETWORKS

Offload network operations, not control

Maintaining a secure, segmented, high-performing network is hard. Too many IoT devices along with the hybrid learning imperative make the job even tougher, especially with limited IT staff and expertise.

Managed Network Services delivers the core, wired, and wireless infrastructure you need, with network access control (NAC), next-generation firewalls with VPN, and 24x7 support and monitoring.

But I can't control what I can't see, we hear you say.

Included with all Managed Network Services contracts, our unique Managed Campus Portal with Insights Dashboard offers intuitive analytics and insights on network performance and status. Access the portal from any device to quickly visualize network health, uncover capacity and usage trends to guide future planning, and enjoy self-service support request management to ensure operational agility.

With robust core services, available service add-ons, and a predictable OPEX funding model to eliminate budgeting surprises, Managed Network Services helps you deliver reliable connectivity to your campus without sacrificing visibility and control.

No one gets higher education better than Boldyn

Building on more than 25 years of service to colleges and universities across the US, Boldyn Networks for Higher Education is the leader in managed services for higher education institutions. Your goals are our goals. Your challenges are our challenges. So we start each day with a simple question: how can we leverage our expertise and resources to enrich the student experience and foster student vitality?

The answer lies in how we empower you for success. We live and breathe all things higher education. We dig deep into student technology trends and institution operational models — and we don't stop there. With focus and determination, we work tirelessly to anticipate the challenges we'll overcome together on the path to realizing your mission.It's the essence of partnership and a cornerstone of who we are.

Realize your institutional mission

Competing for new students in the face of shrinking enrollment means adopting cutting-edge ed-tech solutions to improve teach and learn. It falls on you to deliver the network performance these technologies require. Outsourcing the design, build, and management of your network to a partner that truly gets it can help you overcome limited resources and staffing and expertise shortages and gaps to deliver greater value toward your school's mission.

Two decades of higher ed networking experience ensure a flexible network optimized for performance, scale, resiliency, reliability, and cost efficiency over the long haul. Equally important, our predictable OPEX funding model and equipment refresh cycles eliminate hardware funding requests to enhance your peace of mind.

The Four Fits

In our 25+ years in higher education, we've identified four key areas consistently present in every successful partnership. Our Four Fits Workshop is a collaborative process designed to explore and understand your institution's current and desired state in each of these areas.

Cultural alignment

The importance of executive sponsorship, communication and collaboration, and governance.

Operational excellence

The integration of robust Boldyn processes with those of your school to deliver exceptional service

Technical expertise

The evaluation of your institution's current environment to optimize upgrades, including support, meet SLAs, and stay ahead of the technology curve.

Financial stability

A review to ensure proper stewardship of your school's resources and exploration of how a managed services project works within your budget.

Partner to achieve peace of mind

With technology changes coming hard and fast and bandwidth needs doubling every 18 months, it's easy to be unpopular come budgeting time. Outsourcing can tackle these challenges head on, but handing over the keys to your network can be unsettling. A true partner with a commitment to visibility and control can help you overcome the challenges of network management while enhancing your peace of mind.

Included with Managed Network Services, the Managed Campus Portal delivers real-time network insights into network performance, status, and capacity. Next-generation firewall, secure Wi-Fi, and network segmentation help protect critical data and isolate vulnerable IoT devices from mission-critical network servers and data.

Overcome the challenges of network ops

With hundreds of internal customers with wildly disparate needs taking up already limited staff time, it's difficult to accomplish your strategic goals. Partnering with a higher education expert can help resolve issues fast – often before they happen – without soaking up in-house resources. We'll help you and your colleagues focus on what matters most.

Included in a comprehensive engagement or as a standalone service for existing networks, we deliver 24x7 monitoring with proactive support and issue resolution, along with dispatch of onsite support. Plus, with the powerful self-service ticketing functionality of our Managed Campus Portal, creating tickets and checking support status are a snap.

Easily manage network access

Not every user should have access to your network. Managed Network Services keep out potential attackers by recognizing each user and device. Enforcing security policies that block non-compliant endpoint devices or provide only limited access. Maintaining a secure network while providing users with access to the systems helps you achieve improved security and IT efficiencies.

With us, it's easy to onboard student and staff devices while maintaining an effective security policy. Support for a range of authentication protocols enables greater administrative flexibility while ensuring an optimal balance of security and ease-of-use for campus users.

Managed Network Services

Managed Network Services are flexible and include a core set of services to modernize and manage your network, along with a menu of secondary add-on services to suit your specific project needs. Core services reflect a typical customer engagement but have the flexibility to be scaled up or down as project or budget needs require. We'll work with you to assess and plan your network needs.

Core services

| Service	Attributes	Benefits
Secure Core & Wired Infrastructure	• Upgrade, installation and management of core routers and distribution switching • Network Segmentation	• To enhance network protection, network segmentation enables isolation of vulnerable IoT devices from mission-critical network servers and data.
Secure Wireless Infrastructure	• Upgrade, installation, and management of in-building and outdoor wireless access points and related controllers • Secure Wi-Fi	• Secure Wi-Fi encrypts data before transmitting it over-the-air, preventing others in the immediate area from intercepting the communication signal and gaining access to potentially sensitive user data.
Network Access Control (NAC)	• Support for captive portal, single sign-on (SSO), federated ID providers (e.g., eduroam), guest access, and MAC-address-based authentication • Upgrade, installation, and management of on-premises NAC equipment	• Support for a range of authentication protocols enables greater administrative flexibility while ensuring an optimal balance of security and ease of use for students, faculty, and staff.
Next-Gen Security Firewall	• Upgrade and management of campus network firewalls at one or more campuses	• Next-generation security and protection of mission-critical data, in transit or at rest, across multiple physical locations.
Support & Monitoring	• 15-minute response time SLA for critical issues and outages • Field service coordinator dispatch with on-call support after hours • 24x7 monitoring of all managed equipment in the Boldyn NOC • 24x7 US-based phone support • Dedicated Client Services Manager • Online client portal and incident management system	• 24x7 support and issue resolution via phone, text or chat. • Dispatch of onsite support, including parts replacement, offloads issue resolution from administrators and IT staff. • Deeply experienced NOC management staff identify and respond to network issues as they happen to ensure the highest levels of availability and performance.

Key features

Service	Attributes	Benefits
Single Sign-On (SSO)	▪ SSO allows staff and students to get online with their university credentials.	▪ Fewer passwords to remember. ▪ No need to create an account in order to get online. ▪ Laptops, tablets and phones can get online without having to add a MAC address to a portal. ▪ Greater security (passwords are not stored in multiple systems).
Support for eduroam	▪ eduroam is a "federation" of schools with a shared framework for network authentication.	▪ Boldyn's support for eduroam allows students, faculty and staff to get online at any eduroam member institution using a home school user ID and password. eduroam requires SSO.

Secondary services

Service	Attributes	Benefits
Bandwidth	▪ Procurement and management of any vendor relationships	▪ Boldyn expertise, flexibility, vendor relationships, and buying power ensure the right circuit at the right cost for the project at hand (often at a cost lower than that available to the customer on their own).
Cabling & infrastructure improvements	▪ Upgrade, installation, and management of P2P hardware ▪ Upgrade and installation of network cabling	▪ Customized upgrades of cabling and infrastructure ensure the highest levels of availability and performance at the lowest possible cost.
Additional network monitoring	▪ 24x7 monitoring of client-owned equipment (in addition to Boldyn-managed equipment)	▪ NOC monitoring of non-Boldyn equipment provides a comprehensive view of network performance, eliminating many bottlenecks and issues before they happen.
After-hours & overflow help desk	▪ 24x7 and overflow phone support for customer IT help desk	▪ Backup support services to customer's IT help desk drive a higher volume of issues to resolution faster, driving business-day and after-hours productivity gains.
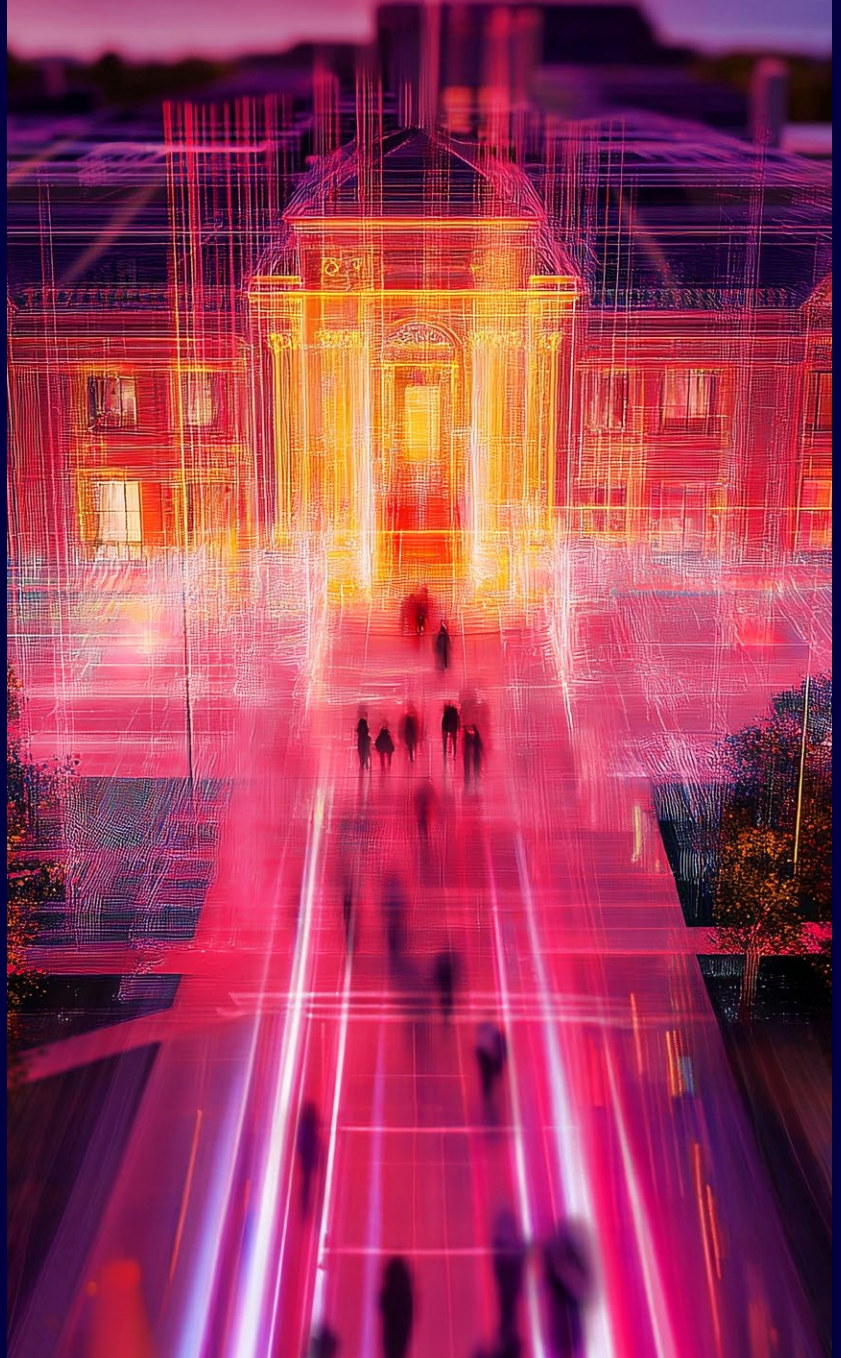
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NETWORKS

Ready to bring advanced connectivity to your campus?

Boldyn Networks delivers the advanced shared network infrastructure needed for a smart, inclusive, and sustainable future. We enable connected transit, venues, enterprises, heavy industry, college campuses and smart cities to create new possibilities in the way people live, work and play.

We don't just talk about the future. We exist to help build it. Creating the foundation from which a better collective future can be imagined.

To learn more visit **boldyn.com**