MANAGED NETWORK SERVICES FOR HIGHER EDUCATION

Fact sheet

Managed Network Services

Managed Network Services from Boldyn Networks 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 work with you to assess and plan your network needs.

Core services

Service	Attributes	Benefits
Secure core and wired infrastructure	Upgrade, installation and management of core routers and distribution switching	■ To enhance network protection, network segmentation enables isolation of vulnerable IoT devices from mission-critical network servers and data.
	Network segmentation	
Secure wireless infrastructure	Upgrade, installation, and management of in-building and outdoor wireless access points and related controllers	■ 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.
	Secure Wi-Fi	
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	■ 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.
	Upgrade, installation, and management of on-premises NAC equipment	
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 and monitoring	15-minute response time SLA for critical issues and outages	■ 24/7/365 support and issue resolution via phone, text or chat.
	Field service coordinator dispatch with on-call support after hours	■ Dispatch of onsite support, including parts replacement, offloads issue resolution from administrators and IT staff.
	24/7/365 monitoring of all managed equipment in Boldyn NOC	■ Deeply experienced NOC management staff identify and respond to network issues as they happen to ensure the highest levels of availability and performance.
	24/7/365 US-based phone support	
	Dedicated client services manager	
	Online client portal and incident management system	

Key features

Feature	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 and 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	24/7/365 monitoring of client-owned equipment (in addition to Boldyn-managed equipment)	▪ NOC monitoring of non-Boldyn equipment provides a comprehensive view of network performance, eliminat-ing many bottlenecks and issues before they happen.
After-hours and overflow help desk	24/7/365 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.
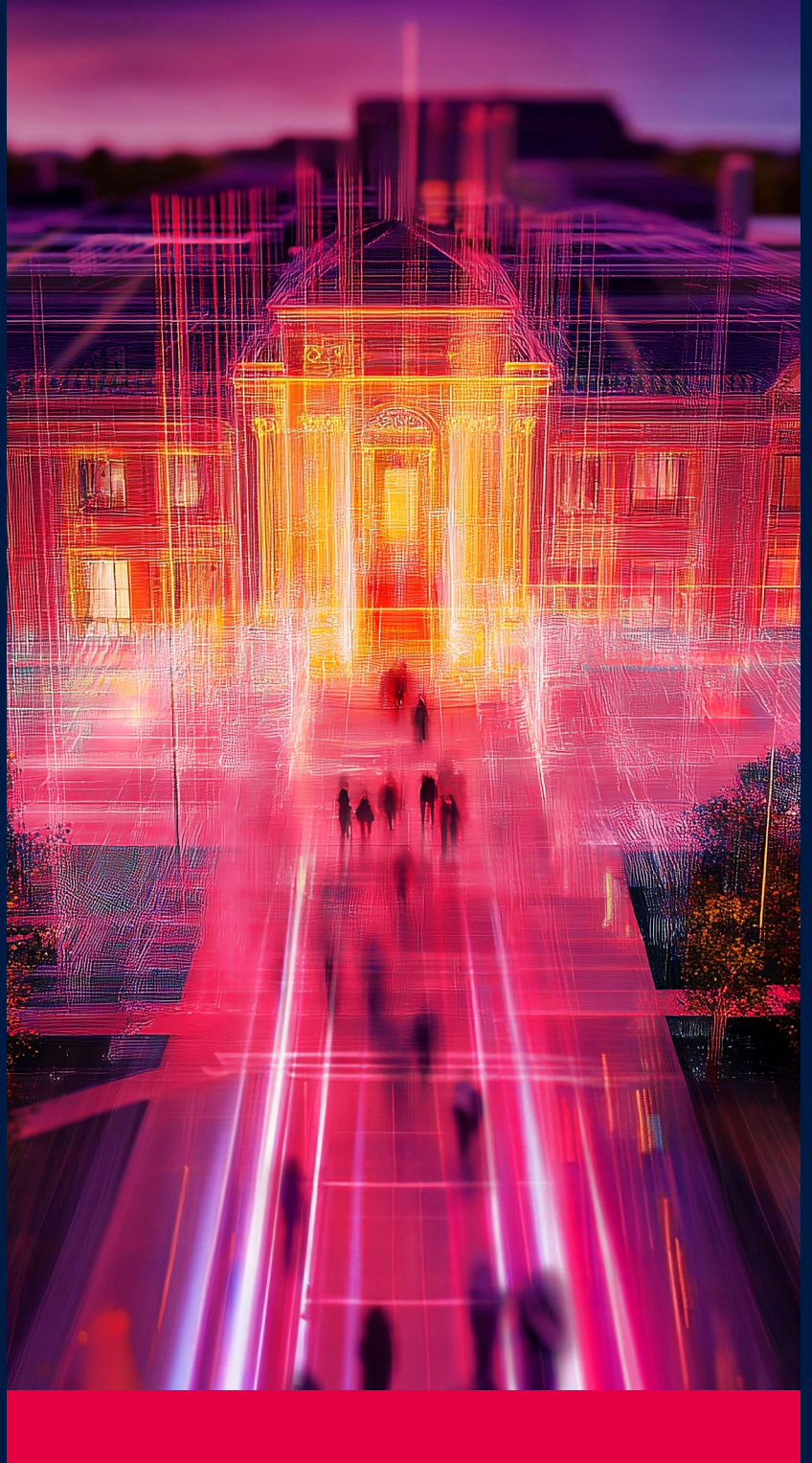
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NETWORKS

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.

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