

SD-WAN Post-Deployment Support



Viatel Cisco Meraki SD-WAN Care Cycle

At Viatel, we know the importance of understanding your business and delivering a service that's the right fit for your requirements. We also understand that the true test of a service provider is in the weeks, months and years after the network is delivered. We have built a post-installation service pack designed to delight our customers along the way. Our approach is award winning and we are very proud of the service model we deliver.



24/7 365 SD-WAN Support



Viatel know and understand that your SD-WAN service is mission critical. With this in mind we wrap your SD-WAN network with the ultimate care and support service. Our skilled support teams based in Dublin, Limerick and Dundalk are on hand around the clock to ensure your SD-WAN is performing at its best at all times.

Dedicated Account Management

We believe in true and lasting business relationships, customers join the Viatel family and stay for a lifetime! Every SD-WAN customer receives a dedicated account manager, your account manager will know you and your business requirements, helping you at every step of the journey.



Dedicated Service Management



All our SD-WAN clients are supported by a dedicated service manager. Your service manager is your conduit into the business, taking care of small issues and resolving queries in record time. Quarterly service review sessions with your service manager will analyse your SD-WAN performance reports and address any queries or issues.

Escalation Matrix

Our team are proud of the award-winning SD-WAN service we have built. However we know things can go wrong and our support team excel in getting things back on track. As a comfort blanket we also issue all our SD-WAN customers with a full escalation pack including email/mobile contact details for our support team leaders, managers and business leaders, including our CEO. It's our intention that you never need to escalate, however it's great comfort to know you can!



Annual SD-WAN Clinic



We understand the world of technology is evolving quickly so we host an annual SD-WAN clinic session with our clients. In this session, you are joined by our solution lead for the SD-WAN business, your dedicated account manager and service manager in our check point session to review the network performance over the past 12 months. This is also a chance for us to share our technology roadmap for the following 12 months and update you on the cutting-edge developments in our Cisco Meraki SD-WAN services.

Start your SD-WAN journey with Viatel today

info@viate.com

or speak to your Viatel Account Manager