



Reduced Latency
Enhanced Performance

Pacnet Application Acceleration Service

MANAGED SERVICES

Network congestion, low bandwidth and latency affect the availability and reliability of enterprise applications running over Wide Area Network (WAN). When these issues get in the way of your productivity preventing you from connecting with valuable partners and responding to customer needs, your first impulse will be to increase bandwidth, but there is a better solution.

In today's complex, globally distributed environment, running enterprise applications over WAN has become a challenge, given the variety of traffic requiring support – media rich files, convergent voice, video and data application and web-based services. Bandwidth-hogging recreational traffic, malwares and network attacks also aggravate network congestion.

Pacnet takes away the burden of assuring reliability of productivity-enhancing enterprise applications running over WAN with Pacnet Application Acceleration Service, a suite of service that includes the supply, delivery, installation and provisioning of Application Acceleration appliance in customer sites.

Leveraging the award-winning Riverbed Steelhead appliance designed to reduce latency, optimize application performance and minimize transmission of repeatable data, the service helps you maximize WAN bandwidth, expedite network-based back up and replication, empowering you build and manage a truly global collaborative environment. Pacnet provides a single point of contact for various managed services with 24x7 maintenance and help-desk support.

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TECHNICAL DESCRIPTION

Service Features

- Extensive CPE choices for different customer segments: medium-sized businesses, large businesses, data centers and mobile environments
- Flexible procurement – Charged on a one-time purchase or installment option
- Professional staging, delivery and physical installation of Application Acceleration appliance at customer premise
- 24x7 equipment maintenance and network monitoring with round-the-clock recovery coverage and speedy on site support
- Single point of contact for different managed services with 24x7 maintenance and help desk support

Key Deliverables

Equipment Procurement	<ul style="list-style-type: none"> • Charged on a one-time purchase or installment option
Installation	<ul style="list-style-type: none"> • Staging, delivery and physical installation of Application Acceleration appliance
Equipment Maintenance	<ul style="list-style-type: none"> • 24x7: Provides round-the-clock recovery coverage, with on-site support arriving within 4 hours, dependent on the geographical location of the deployed hardware • 8x5: Provides 9 a.m. – 5 p.m. recovery coverage with on-site support arriving before 5 p.m. the next working day, depending on the geographical location of the deployed hardware*
Network Monitoring	<ul style="list-style-type: none"> • Providing 24x7 proactive monitoring of a customer's appliance[#]

* Other service level may be available depending on service location

Applicable to Managed Application Acceleration Service. Managed Application Acceleration Service is required to ride on Pacnet Transport Network and Managed Service

Equipment Support

Pacnet Application Acceleration Service is based on the Riverbed flagship product Steelhead appliances and Steelhead Mobile software.

Equipment List*	
Small Office	<ul style="list-style-type: none"> • Riverbed Steelhead 250-L • Riverbed Steelhead 250-M • Riverbed Steelhead 250-H
Mid-size Office	<ul style="list-style-type: none"> • Riverbed Steelhead 550-M • Riverbed Steelhead 550-H • Riverbed Steelhead 1050-L • Riverbed Steelhead 1050-M • Riverbed Steelhead 1050-H
Large Office or Data Center	<ul style="list-style-type: none"> • Riverbed Steelhead 2050-L • Riverbed Steelhead 2050-M • Riverbed Steelhead 2050-H • Riverbed Steelhead 5050-L • Riverbed Steelhead 5050-M • Riverbed Steelhead 5050-H • Riverbed Steelhead 6050
Mobile Deployment	<ul style="list-style-type: none"> • Steelhead Mobile Controller Appliance • Steelhead Mobile Controller Virtual Edition

* Other models considered on a case-to-case basis.

Availability

Australia, Belgium, Canada, China, Hong Kong, India, Indonesia, Italy, Japan, Korea, Malaysia, New Zealand, Netherlands, Philippines, Russia, Singapore, South Africa, Taiwan, Thailand, UAE, UK, United States and Vietnam.