



Managed Services: Managed Hosting

For Network Edge Orchestration

Overview

The Ribbon Managed Services offering helps fill in operational execution gaps for UC service providers. Using a standard “build, operate, transfer” model, we’ll work with your business to identify key roadblocks delaying time to market, facilitating a faster path from idea to service/feature delivery.

One of the core components of our new Managed Services program is a three-tier approach to hosting.

Hosted Services with Ribbon

Best practice for Network Edge Orchestration requires the EdgeView Service Control Center (SCC) to be deployed in a professionally managed, cloud-based data center. Ribbon can manage this environment, so you can focus on servicing your customers and growing your business.

We offer three different tiers of hosting as a managed service to help communications providers accelerate time to market for new features and products.

Hosting

- All hosting capabilities—compute, storage, bandwidth and storage.
- Initial EdgeView SCC account setup and configuration.
- Ongoing management of the underlying hosting platform — application backups, EdgeView SCC software upgrades and management of your growth.

Hosted and Monitoring

- Active monitoring of the Network Edge Orchestration environment for issues with the end-user experience, quality of service, security, and other customer impacting events.
- Ribbon will set up event-based triggers and monitor out-of-tolerance conditions for end customers.
- As these events happen, Ribbon notify the appropriate individuals in your organization to take action.

Hosted and Managed

- Full management of the customer’s network of intelligent edges.
- Active monitoring as described in Tier 1.
- Assistance for technicians with installation and initial configuration for deployment.
- Take Tier 2/3 calls directly from end customers after Tier 1 triage. Work with service provider peers to drive issues to resolution.
- Management of SD-WAN deployments to gain service survivability, multi-link performance, stateful SIP transfer, and application-specific routing. A full suite of services for performance, quality of experience, and business continuity.

With hosting included in the Managed Services offering, communications providers can spend more time focusing on the quality of new features and services without worrying about technical delivery.

[Contact Us](#) We are here to help. Let us know if you are interested in a quote or if you have any questions.

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