

# Managed Customer Premises Equipment (CPE)

Fully managed end-to-end service for efficient, simplified global connectivity solutions

## Overview

Epsilon's Managed Customer Premises Equipment (CPE) is a value-added service that complements data and network solutions such as SD WAN, Dedicated Internet Access (DIA), IP VPN and Ethernet services.

The comprehensive service delivers a fully managed network solution encompassing design, procurement, deployment, and ongoing maintenance. It also provides additional advantages such as routing, robust monitoring, detailed reporting, and service management for both equipment and connectivity services, whether located at customer premises or their data centre sites.

By taking charge of the end-to-end connectivity solution, Epsilon simplifies the network landscape for enterprises. Epsilon handles the intricate and complex routing configurations required to connect different networks or Autonomous Systems together, freeing up enterprises to concentrate their resources on delivering applications and services that fully utilise network connectivity.

## Key Features of Managed CPE for Ethernet Services

Includes Ethernet Private Line connectivity to public clouds and IP VPN, featuring:

- A highly resilient global MPLS fabric (where applicable)
- Selectable resilience options for branch sites
- Prioritisation of business-critical traffic
- Private cloud access to a wide range of leading cloud service providers, with Epsilon handling the BGP peering configuration and management
- Superior SLAs, offering 99.5% availability with a single CPE and 99.95% with dual CPE

## Managed CPE Deployments

Add advanced management and routing capabilities to Epsilon's connectivity services:

Ethernet Private Line between customers' premises, data centres and public clouds worldwide

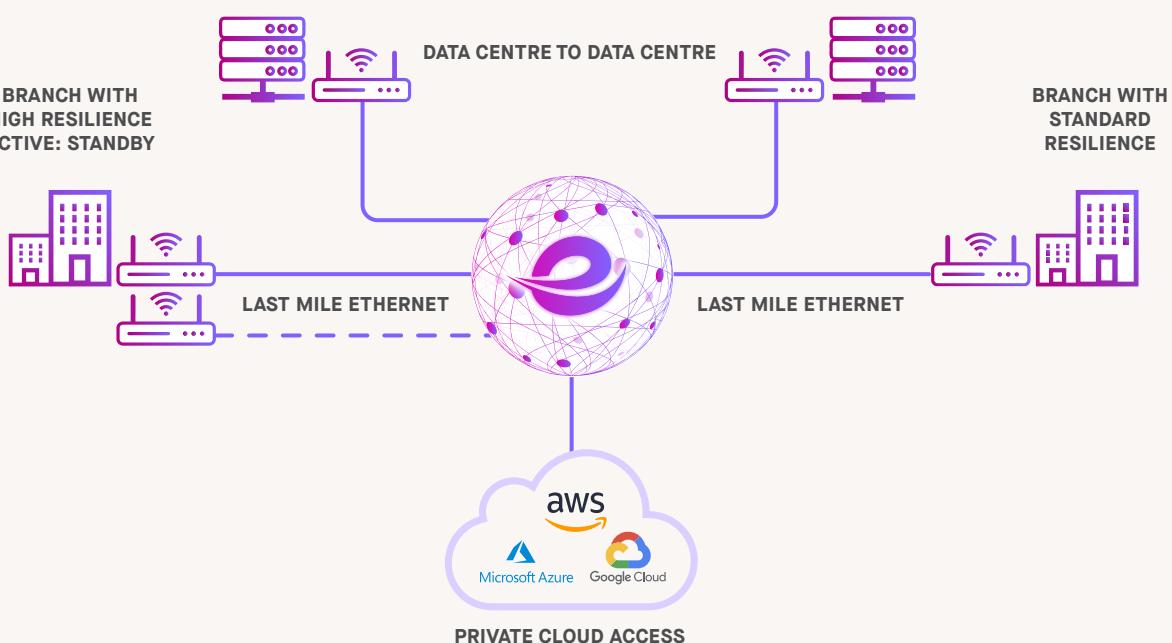
Dedicated Internet Access from customers' premises to the internet

IP Transit from customers' premises to the internet

IP VPN between customers' premises, data centres and public clouds worldwide

- Proactive management of your Ethernet circuits (where applicable)
- Proactive management of your physical device
- Ongoing service management to ensure your connectivity continually meets your needs

### Epsilon's Managed CPE Service for Ethernet Services

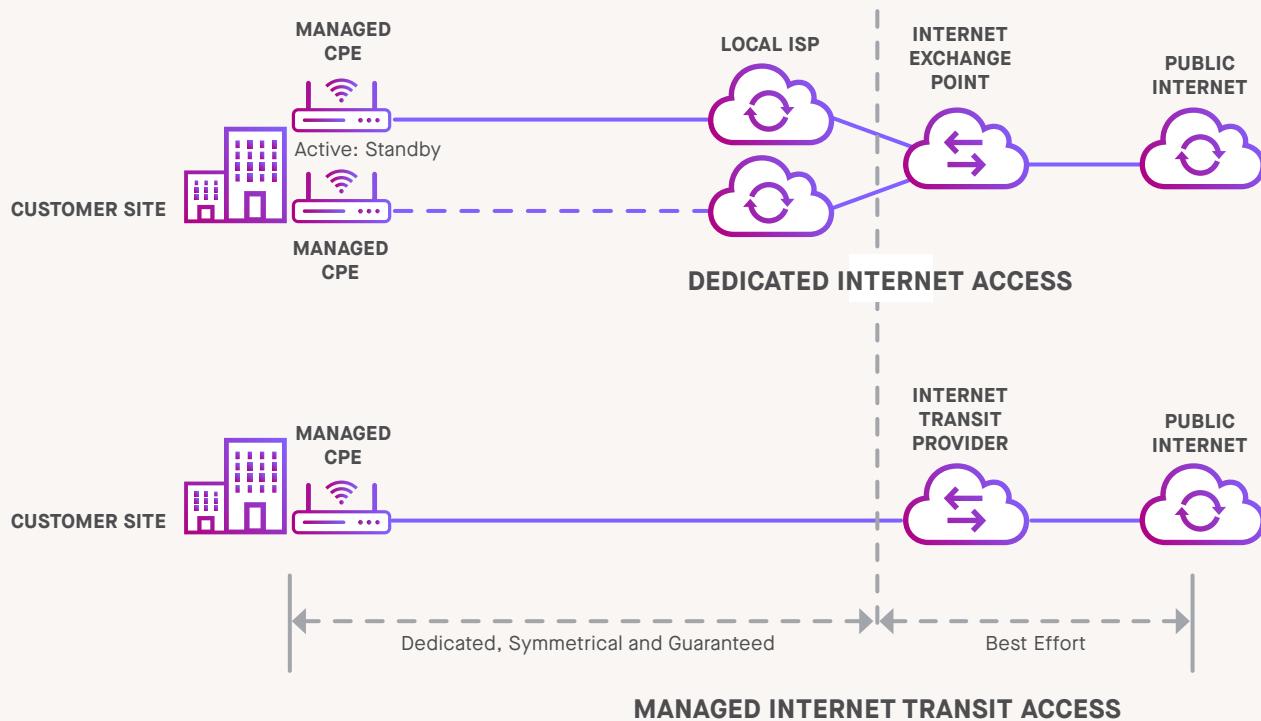


### Key Features of Managed CPE for Internet Services

Includes Dedicated Internet Access and IP Transit, featuring:

- NAT/PAT to safeguard the Enterprise LAN against external access
- Selectable resilience options for branch sites
- Proactive management of your internet circuits
- Ongoing service management to ensure DIA aligns with evolving business requirements
- Dedicated, synchronous, and guaranteed bandwidth
- For IP Transit, Epsilon can define, configure and manage the Inter AS BGP routing

## Epsilon's Managed CPE Service for Internet Services



## Managed Services

### Professional Services For Solution Delivery

An Epsilon project manager is assigned to oversee the solution delivery as the project transitions into implementation. The supervision of solution design and delivery falls under the purview of the Customer Project Manager and Solution Design Engineer, who is the subject matter expert on the technology solution and provides the network design. The project manager will manage, track and report on the following activities:

- Solutioning a Low-level Design (LLD), which includes the detailed design and migration plan from the current network to Epsilon's solution
- Facilitation of Solution Design review and workshops
- Project planning and coordination
- Handling of hardware, software, field engineering, circuit delivery, and scheduling
- Development of router configuration templates
- Management of pilots and proof of concepts, testing, and User Acceptance Testing (UAT)

## **Incident Management**

All incidents, whether proactively detected or reported by the customer, are logged and recorded into Epsilon's ITSM. Incident management covers:

- Technical support available 24x7
- Incident severity categorisation and prioritisation
- Troubleshooting
- Escalation to OEM certified partners (if required)
- Resolution, involving either a workaround or permanent solution
- Management of hardware replacement service (RMA)

Incident and fault information generated by Epsilon's monitoring system are fed into the ITSM, where a ticket is automatically created.

## **Proactive Monitoring/Event Management**

This includes:

- Monitoring of predefined thresholds
- Proactive polling of device status
- Seamless handling of qualified events, transitioning them into incidents
- Improved incident response through proactive event management and diagnosis
- Opening an incident ticket and notification upon incident creation

## **Hardware Replacement Service (RMA)**

Epsilon contracts with OEM certified partners and resellers to provide CPE maintenance and support, including RMA:

- Epsilon is responsible for remote troubleshooting and reconfiguring of devices
- If Epsilon cannot resolve the fault, it will be escalated to an OEM certified partner and the RMA process is initiated as necessary
- If RMA is needed for a replacement CPE, Epsilon's local partner will be on-site to collect and replace the faulty device

## **Service Management**

Epsilon's Service Management adopts processes, tools, and techniques based on the ITIL framework, ensuring ongoing operational activities are reviewed, and the service remains within SLA:

- Performance data is collated and used to measure Epsilon's performance and obligations as outlined in the service schedule
- Service assessment utilises data to identify trends, insights, and recommendations to the customer based on the monitored information, such as recommendations for upgrades or downgrades based on circuit utilisation
- The Service Manager will produce a Service Performance Report and facilitate Service Review sessions with the customer to run through overall service performance

## Benefits



### Dedicated Experts On-demand

Gain peace of mind knowing that Epsilon's subject matter experts are taking care of your mission-critical network devices and connectivity services around the clock, so you can focus on your core business.



### Cost Efficiency with Optimised Performance

Access competitive options globally through specialist and technology-leading vendor partners, ensuring the lowest cost combined with the highest performance.



### Customised Solutions

We offer flexible solutions with a collaborative network design tailored to meet your specific needs.



### Simplified Management

With Epsilon handling your end-to-end connectivity and providing proactive incident management, rest assured that your services are continuously monitored and managed 24/7.



### Highly Secure Solution on Private Connectivity

Our private and secure connectivity guarantees that your data is always secure, while delivering a high-quality service for business-critical applications, thereby maximising productivity.



### Extensive, Resilient Global Connectivity

Take advantage of resilience options that safeguard against Last Mile and CPE failures, ensuring your connectivity maintains the highest level of resilience.

“Epsilon Managed CPE can be added to connectivity services and Dedicated Internet Access to facilitate fully managed services, including end-to-end proactive management of connectivity. We can provide tailored solutions to enterprises in need of customised routing or security to optimise their connectivity.”



**Peter Agnew**

Global Product Manager  
Epsilon

## Why Choose Us for Managed CPE?

### **Value-added Services for Global Connectivity**

Managed CPEs provide value-added services that can be overlayed on Dedicated Internet Access, Ethernet Private Line, Cloud Access, IP Transit, or Remote Peering on a global scale.

### **Enhanced Resilience**

Boost your availability to 99.95% by employing dual CPEs that safeguard diverse Ethernet Private Lines or Dedicated Internet Access, ensuring uninterrupted business continuity.

### **Proactive Monitoring**

Based on predefined thresholds, alerts can be raised as ITSM Trouble Tickets for Epsilon's Customer Service Centre to proactively act based on business priorities before customers experience issues.

### **Advanced Monitoring**

A Managed CPE facilitates regular IP reporting, including round-trip delay, jitter, packet loss, and LAN/WAN status.

### **Advanced Routing for Connectivity**

When connecting to cloud services, a managed CPE establishes BGP peering with a cloud-based VPC/VNET or IP Transit, freeing enterprises to focus on other core business priorities.

### **Customer Service Excellence**

Our team of global experts provide 24/7 technical and operational support to ensure quality services on which you can rely.

## Contact Us

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