

VPN Supreme

A managed Virtual Private Network (VPN) solution that connects multiple customer branches for secure, reliable inter-branch business application communications.

VPNS offers customers a completely outsourced solution, which includes 24-hour technical support and proactive network management from our world class Network Operations Centre (NOC). Service Level Agreements (SLAs) are offered. MPLS based. Can be extended into public clouds via Cloud On-Ramp.

VPN Supreme is a completely outsourced solution, which includes 24-hour technical support and active network management from our world class Network Operations Centre (NOC), which operates 24 hours a day, 7 days a week and 365 days a year. In addition, the solutions are backed up and supported by a team of over 100 Cisco certified engineers with multiple expertise, as well as highly qualified technicians and specialists operating from approximately 246 service centres countrywide.

VPN Supremes' customer value proposition and key benefits

- Telkom has the most experienced in fixed-line telecoms with a proven long-term track record.
- Network security – VPNS uses Multi-Protocol Label Switching (MPLS) and is as secure as a traditional private Diginet network.
- VPNS is a Cisco Powered Network certified solution based on a carrier class broadband IP network. VPNS is a tried and tested network based on international best practices, which ensures a high level of service quality for our customers.
- Telkom has an extensive IP network coverage, with the most POP's and widest geographic distribution in the country

VPN Supreme more benefits

- Telkom provides and maintains the access network, the core network and the routers through pro-active network management driven by service level agreements, thereby providing a true end-to-end service.
- Telkom's team includes networking experts with extensive engineering, technical and IP skills across various disciplines.
- VPNS is a one stop solution that can be installed, maintained and managed anywhere in South Africa, eliminating the burden and complexity of dealing with and managing multiple vendors.
- Network reports allow you to track VPNS availability and performance, including application traffic usage statistics across the VPN.
- Flexibility. The solution can accommodate network growth and upgrade needs as business requirements change and develop.
- Enhancements include VoIP telephony, video, hosting services, mobility (remote access) and various types of access technologies.
- Telkom also owns and manages the underlying transport network infrastructure, with integrated management of the VPN right through to physical copper or fibre networks.
- This means we take full ownership and our customers don't suffer the pain caused by finger-pointing (blame shifting) amongst providers.
 - True end-to-end SLAs - in control of provision and assurance of all WAN elements
- An established customer base, with Top-2 market position in VPN domain (market share position 1 and 2 is equal and shared with another provider).
- We maintain comprehensive carrier-class standards and thorough support processes.
- Another key differentiator is Telkom's network quality and reliability, with built-in diverse paths (meshed) between POP's.
- Our solutions include extensive, end-to-end network management services, from Telkom's 24-hour NNOC, complimented by a customer service manager. Our 24-hour technical help desk support provides peace of mind.
- VPNS provides differentiated Classes of Service that manage traffic types effectively, ensuring that mission-critical traffic receives the required bandwidth throughput and guarantees.
- Telkom's solution also includes a secure, online web portal, offering near real-time visibility of the customer's VPN, plus reporting over customizable time frames and extensive reporting tools that help to pinpoint end-user or application performance issues.

In summary, VPN Supreme offers a best in class business VPN solution that provides secure and reliable WAN connectivity to support the mission-critical applications of South Africa's businesses.

VPN Supreme Topology

VPN Supreme provides customers with:

- Any-to-any connectivity between all connected sites and Telkom commits to configure and dimension Telkom's IPNet to provide appropriate per class network performance.
- The VPN Supreme service provides a fully outsourced, fully managed IP WAN service to customers.
- Customers can choose from a variety of management options and reporting services.
- All systems to enable management, SLA and reporting capabilities are connected via Management.

