CHINA TELECOM AMERICAS

NetCare

China Telecom Americas leverages a unified customer network monitoring management platform backed by expert personnel to deliver an end-to-end, real-time, proactive monitoring and troubleshooting solution.

China Telecom manages maintenance and warranty services for Customer Premises Equipment (CPE) that you own, or you can opt to lease CPE equipment from us and have it managed by our NetCare team.

WHY CHINA TELECOM NETCARE?

- Performance Monitoring – 24/7 end-to-end operations monitoring and management service for your WAN.
- Reduces Operating Expenses – We take the pressure off your IT staff so you can focus on your core business.
- Expanded Visibility - Integrations with CT's SD-WAN partner consuls to provide single pane of glass monitoring.

PRODUCT FEATURES

- One Point of Contact (POC) for all monitoring, troubleshooting and support requirements
- Proactive, Real-Time Service – We troubleshoot and proactively recommend ways to optimize service uptime and network performance .
- In-Depth Reports – Customers have access to in-depth reports for their own analysis.
- Two Package Options for Level of Service

"Netcare"
Network Monitoring Services

QUALIFYING QUESTIONS

- Are you currently outsourcing CPE equipment and WAN management?
- Are you finding response times to trouble tickets slow and negatively impacting network performance?
- Are your IT staff and financial resources over-burdened with network monitoring and management?
- Is your IT staff lacking critical network performance metrics and analysis?

OBJECTION HANDLING

Q: How can my organization be assured your support personnel will be available to troubleshoot our network?
A: China Telecom Americas provides 24/7 end-to-end operations monitoring and management service for your WAN.

Q: Won't entrusting my company's WAN network to China Telecom's NetCare service add significant expense to our bottom line?
A: China Telecom's NetCare solution is designed to support and strengthen the network management and maintenance capabilities of organizations' IT departments at a reduced cost, increasing the usability for end users and enabling organizations to better allocate internal resources.

Q: Will my organization be locked-in to using China Telecom equipment?
A: China Telecom offers equipment leasing options. We can manage maintenance and warranty services for CPE that you own, or you can opt to lease CPE equipment from us and have it managed by our NetCare team.

Q: If we opt to select NetCare, will our IT staff lose visibility into network operations?
A: China Telecom's NetCare solution enables IT professionals to allocate their internal resources to other priorities while China Telecom manages network resources. Clients retain full visibility into network operations and equipment status.

SOURCES
Managed Services Netcare Product Page