Network Design & Management | networks for real-time communication

Network issues such as latency, jitter, and packet loss don’t matter much if we’re emailing or surfing the web. But they can make all the difference in the user experience if we’re making phone calls or video conferencing.

Network design

As demand for network-based services such as communication grows, most organizations need to expand their existing networks or deploy new ones. We help our customers design and deploy networks that meet their needs today and tomorrow, whether your network has one node or hundreds around the world. We are vendor-agnostic, and because we buy network elements in quantity, our pricing is extremely competitive.

- **Internet access** T-1s are ideal for email, web surfing, file transfer, web conferencing, e-commerce applications, and much more. Appia offers T-1 connectivity with or without a managed router. The circuits are delivered over dedicated connections and provide constant data throughput of 1.54 MBPS, both for upload and download. We can also provide Internet access at higher speeds (DS-3 or Metro Ethernet, and more).

- **MPLS networking** Appia delivers MPLS the right way, both within the network core and across last-mile connections. Our architecture can deliver quality of service and class of service at both Layer 2 and Layer 3 levels. Voice and video calls and time-sensitive data are maintained at the highest throughput, while bandwidth for lower priority data sessions is dynamically scaled back.

- **Private networking** Appia’s arrangements with top-tier carriers enable us to build a private IP network at about the same price as using the public Internet. We deploy one or more T-1 connections to your sites and bring them back to the nearest Appia point of presence. This means that the only point of contact between your network and the public Internet is at Appia’s operations centers, which are equipped with advanced security equipment and software. The result is a fully-managed, highly secure network.
Network management

A recent study by Aberdeen Group found that the average cost of downtime per hour was a staggering $163,000.

Our WANCare network management service uses best-of-breed monitoring systems to give you confidence that your network will be up 24/7, and that if issues arise, you’ll be able to address them right away. WANCare is available in three packages:

- **With WANCare Management**, Appia monitors your network and provides reports on network performance and health. If there's a problem, we manage it through to resolution.
- **WANCare Monitoring** keeps an eye on your network 24/7 and alerts you by phone, text, and/or email if an issue arises.
- **With WANCare Reporting** you can choose reports according to the parameters you set. WANCare reporting is included with WANCare Management, may be added to WANCare Monitoring, or may be purchased on a stand-alone basis.

Network device support

Network device failures are the leading cause of network underperformance and outages. Our WANNet service gives you expert support when you need it. WANNet is added to vendor support programs to provide a single point of contact with unlimited remote support, plus replacement of defective devices and on-demand access to software upgrades. WANNet scored one of the highest overall customer satisfaction levels in a Cisco survey.