



• Redcentric WAN Insight Service

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# Service Definition

Version 1.4  
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redcentric

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# 1 Service Overview

Redcentric's WAN Insight is an optional enhancement to the Managed Connectivity service offering. A centralised software platform polls the network equipment installed on the customer site as part of the Managed Connectivity Service. This data retrieved is presented to the customer as a dashboard showing at-a-glance information on availability, performance, resource consumption and traffic type. While the dashboard layout has been designed to be visually appealing and provide pertinent information to meet the requirements of most customers, it can be tailored if required as a Professional Service exercise.

## 2 Service Description

### 2.1 Introduction

The service provides an additional layer of visibility for Redcentric Managed Connectivity customers. The centralised software platform retrieves information from Customer Premises Equipment (CPE) via Redcentric's secure management network using the simple network management (SNMP) and NetFlow protocols. This information is presented in Dashboard format – i.e., it is relevant, condensed, and easy to interpret. Customers can access the dashboard using a standard Internet web-browser to gain near-real-time insight regarding the utilisation, availability, and performance of either their entire network or just at a sub-set of key/critical sites.

### 2.2 Associated Products, Dependencies & Limitations

WAN Insight is designed to integrate exclusively with Redcentric's Managed Connectivity Suite of Wide Area Network (WAN) connectivity options. The service can only be used with CPE models with SNMP and/or NetFlow support.

### 2.3 Accessing The Dashboard

Key personnel can access the Dashboard via a ubiquitous Internet connection making it convenient and widely available. As part of service deployment, Redcentric staff configure a single administrator account using an email address supplied by the customer. An individual logging-on as administrator can create standard user accounts. Consequently, customers have full administrative control regarding which of their staff has access to the dashboard.

### 2.4 Training

Navigation of the dashboard is straightforward using the bar on the left-hand-side. This service now includes the new resource selector functionality which allows for greater ease when searching for sites and resources to view data on. Many widgets can be expanded, and the graphical x-axis selected to cover timescales between the last hour and the last year with several options between. The interface is highly intuitive, and most customers quickly and easily familiarise themselves without need for training. Regardless, Redcentric is happy to demonstrate the capabilities on request.

### 2.5 Dashboard Information

The following information is presented on the dashboard:

- Network resource – average response time
- Top devices CPU utilisation
- Top interfaces – inbound & outbound bandwidth
- Top interfaces – relative inbound & outbound bandwidth
- Top talkers – inbound & outbound protocol
- Top ports – inbound & outbound inc. application detail
- Aggregated interface - inbound & outbound bandwidth
- Top interfaces – TCP connections
- Top Interfaces discards & errors

- Device availability

In addition, a page on the dashboard shows devices plotted on a Geographical Map.\*

\* The network map function is based on site postcodes not full addresses, so icon positioning is not entirely precise.

## 2.6 Bespoke Dashboard Development

Requirements to have the dashboard modified or tailored in any way are dealt with by way of a Professional Service exercise. Redcentric can provide an estimate to tailor aspects within the capability of the underlying software.

## 2.7 Data Retention Policy

Data retrieved from the CPE devices is stored on the platform for 12 months.

## 2.8 Redcentric Responsibilities

Redcentric is responsible for the following:

- Configuration of CPE, monitoring dashboard and single administrator account
- In-conjunction with its partners, provide general upkeep of the infrastructure required to deliver the monitoring dashboard

## 2.9 Identify Customer Responsibilities

The customer is responsible for all other items including:

- Identify which CPE devices should be monitored if the service is not to include them all
- Supply email address for the administrator and manage individual user accounts
- Interpreting the information presented on the dashboard

# 3 Implementation and Acceptance

## 3.1 Acceptance Criteria

The following acceptance criteria will be demonstrated during the service delivery process and the customer's signed approval will signify that the service as described in this service definition is ready for use:

- Confirm Redcentric Support contact details have been supplied
- Confirm credentials have been sent to mailbox of the administrator
- Customer can log-on to the dashboard
- Customer to confirm that dashboard is displaying information on CPE as expected

## 4 Service Levels and Service Credits

### 4.1 Service Levels

#### Service Level: Availability Measurement Period: Month

WAN Insight Service	Not less than 99.9%
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### 4.2 Floor Service Level

The Floor Service Level applicable to the WAN Insight Service in respect of Availability shall be 85% in any given Month.

### 4.3 Service Credits

The Service Credits applicable to the WAN Insight Service shall be calculated as follows:

In the following table:

“≥” means “greater than or equal to”.

“<” means “less than”.

“MS” refers to the charges payable in respect of the WAN Insight Service for the same month.

Applicable Service	Service Availability	Service Credit
WAN Insight Service	≥99.5%	none
	≥99.0% but <99.5%	5% of MS
	≥97.0% but <99.0%	15% of MS
	<97.0%	20% of MS

### 4.4 Exclusions from Availability

In calculating Availability, in addition to the exclusions listed in clause 6.7 of the General Terms the following shall be excluded:

- Unavailability due to tasks required to implement and test change requests.
- Unavailability due to scheduled maintenance windows.

## 5) Data Processing

### 5.1 Data Processing Scope

- Redcentric's WAN Insight Service delivers a degree of IP network perimeter protection.
- Redcentric's WAN Insight Service may involve the storage of summarised traffic and user activity.

### 5.2 Data Storage and Encryption

- By the very nature of the service, it is necessary for Redcentric to capture, inspect, analyse, and store summaries the customer's traffic flow data. It is possible that unencrypted packet headers may be stored during an active mitigation.
- Redcentric would not have access to the content of the customer's traffic/data in normal circumstances. Under certain circumstances, when managing a support ticket, Redcentric may further capture, inspect, analyse and/or store samples of the customer's traffic in order to investigate and diagnose specific problems

### 5.3 Data Processing Decisions

- Redcentric does not make any data processing decisions in relation to the Redcentric WAN Insight Service. Any processing of data over customer systems when using the Redcentric WAN Insight Service is instigated, configured, and managed by the customer.
- Redcentric Support can be asked by the customer to intervene in the event of an issue with the Redcentric WAN Insight Service. In such a case Redcentric may make decisions that affect data processing, but such actions will only be undertaken at the request of and in conjunction with the customer.

### 5.4 Sub-processors

- Redcentric's WAN Insight Service may make use of services provided by its validated partners. These services assist with the identification and mitigation of security vulnerabilities, weaknesses, exploits, virus, worms etc.
- No other parties are involved in delivering the Redcentric WAN Insight Service, and no other sub-processors are appointed by Redcentric.

### 5.5 Customer Access to Data

The customer controls its own platforms which use Redcentric WAN Insight Service, and the customer therefore has full access to its own data.

### 5.6 Security Arrangements and Options

The Redcentric WAN Insight Service may be hosted at both Redcentric and third-party locations. All Redcentric appointed locations meet physical security standard ISO27002 section 11.1.

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