

# 20 YEARS

of innovation in software-defined networking

Masergy is the software-defined network and cloud platform for the digital enterprise. Recognized as the pioneer in software-defined networking, Masergy enables unrivaled, application performance across the network and the cloud with **SD-WAN Secure**, **UCaaS**, **CCaaS**, and **Managed Security** solutions. Industry-leading SLAs coupled with an unparalleled customer experience enable global enterprises to achieve business outcomes with certainty.

## Why Masergy

### 5 year

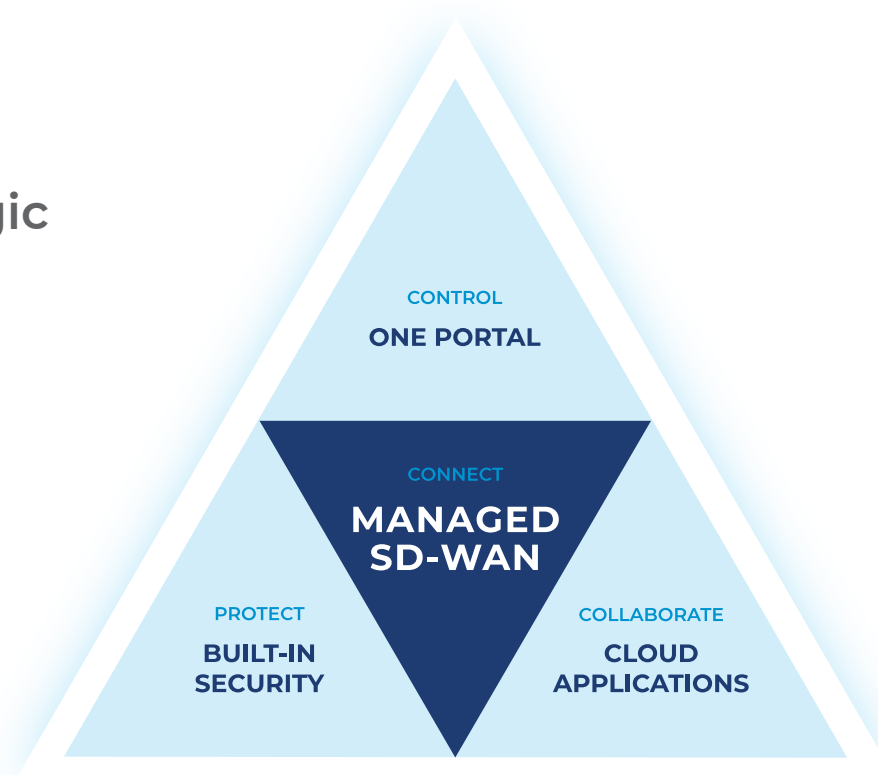
**Visionary** in Gartner Magic Quadrant for Network Services, Global

### 99%

customer **retention** rate

### 70+

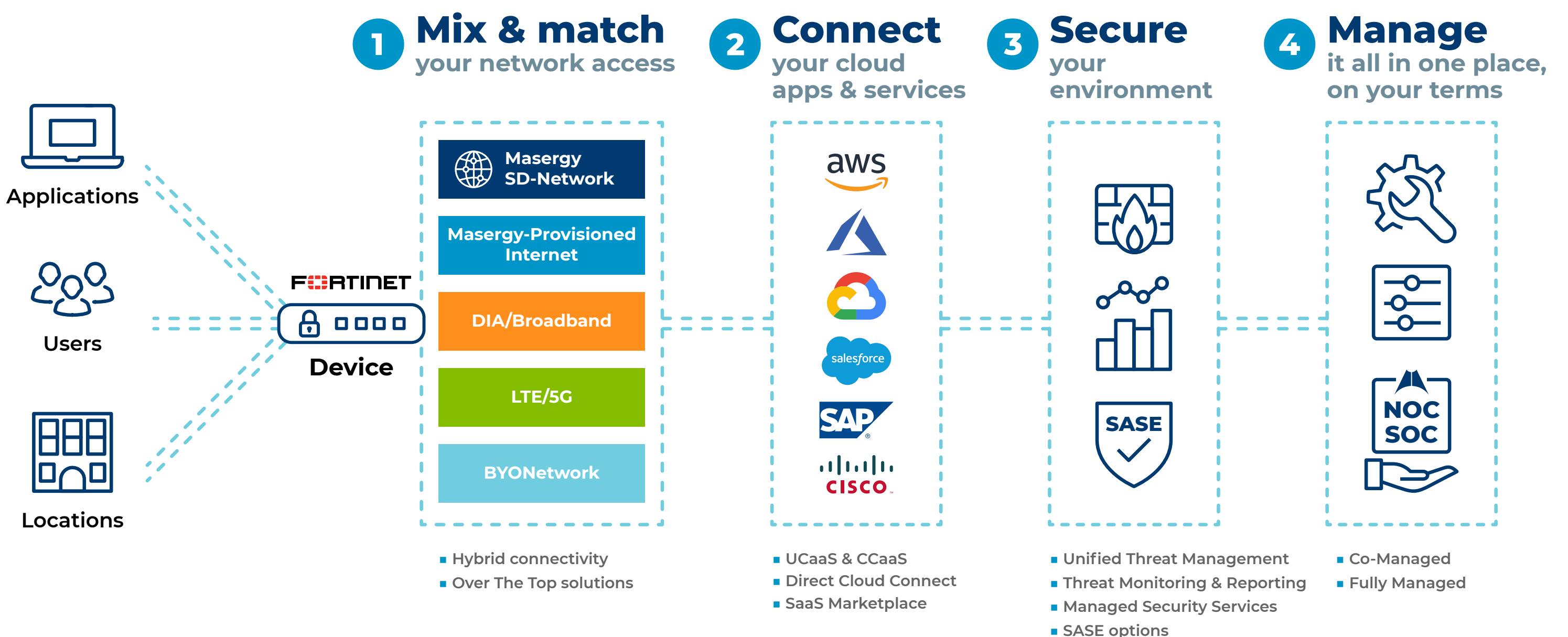
**Net Promoter Score** for the last four years



## SD-WAN differentiators

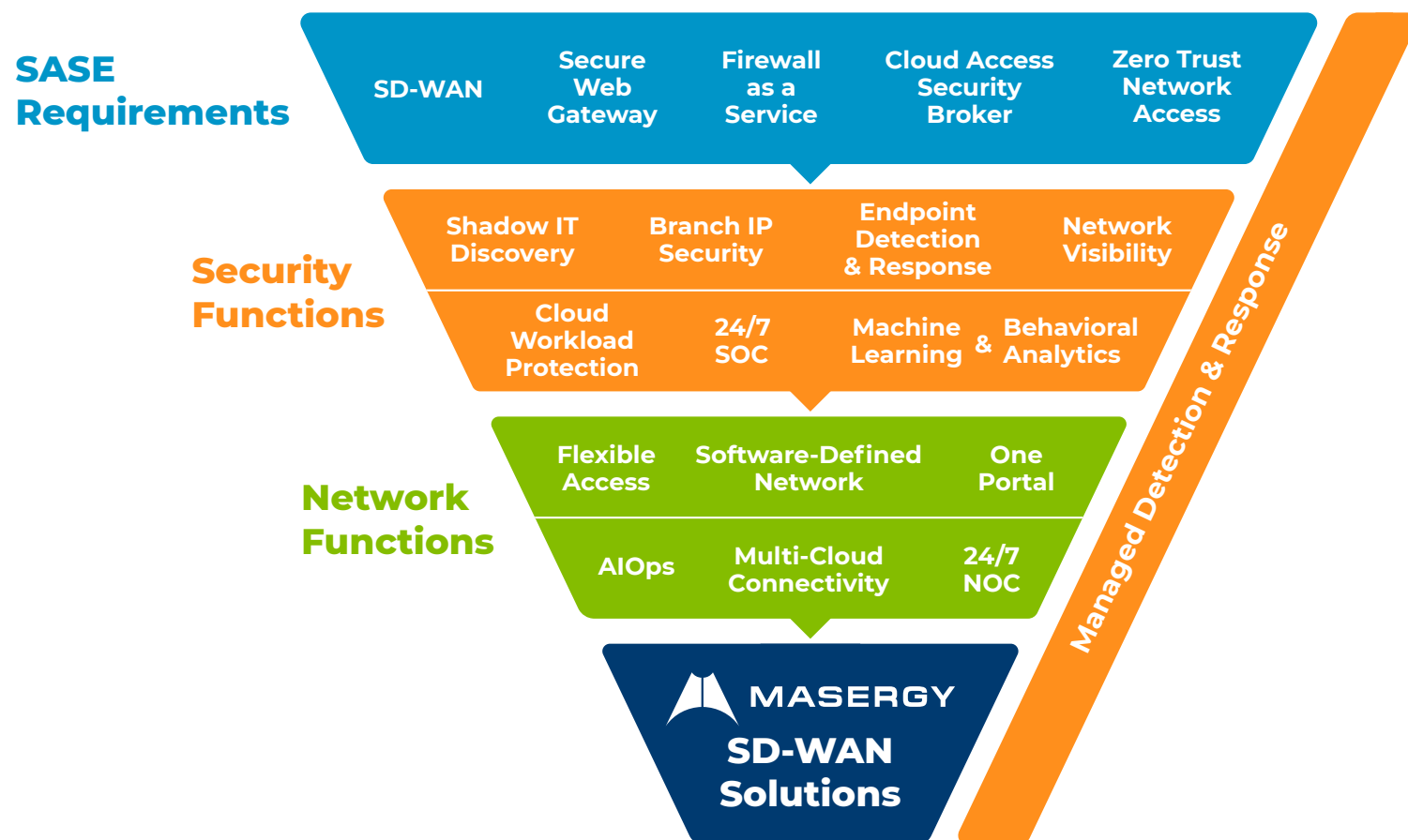
- A secure, software-defined edge network
- Security built in
- One portal with AI-powered analytics
- Flexible service options
- Multi-cloud connectivity
- Most competitive SLAs

## SD-WAN Secure: Your network your way





## Masergy's SASE Architecture



## The most competitive SLAs

**100%**

availability for cloud connections \*

**100%**

availability for SD-WAN sites \*

**Proactive credits on availability SLAs \*\***

**100%**

in-sequence packet delivery (Edge-to-Edge)

**<1 ms**

of jitter (Edge-to-Edge)

**5 min**

notification if a service outage occurs

\* When architected for redundancy and configured for high availability

\*\* Masergy proactively credits clients after a service availability SLA is not met—it's automatic

## Managed Security

Masergy offers an end-to-end solution spanning technology, analytics, mature incident response, and a global team of certified security analysts—all working together.

- One partner for technologies, analytics, and 24/7 threat detection and response services
- Technologies for cloud security, network security, endpoint security
- Patented machine learning and behavioral analytics
- 3 security operations centers across the globe offer 24/7 monitoring and response
- Full network visibility for "east/west" site-to-site traffic monitoring

## Unified Communications

UCaaS solutions are powered by Cisco® Webex® and delivered on Masergy's software-defined network for reliable global communications backed by industry-leading SLAs.

- Availability in 120 countries
- Hybrid cloud solutions with SIP trunking
- 25 countries with PSTN and SIP trunking
- One portal for end-to-end visibility and analytics
- Unparalleled customer service: 24/7 live technical support and unlimited training

## Cloud Contact Center

CCaaS solutions are powered by Cisco® Webex®, Inference®, and Calabrio® and delivered on Masergy's software-defined network for reliable global communications backed by industry-leading SLAs.

- Omni-channel solutions create 360 degree view of customers
- Predictive routing intelligently connects customers to the best agents
- Virtual agents automate routine tasks using artificial intelligence
- Workforce management charges productivity with real-time analytics



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