

Masergy Customer Portal with AI Ops

An AI-powered admin portal for real-time analytics and control

Product Sheet: SD-WAN Secure

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The unified administration portal—a holistic view of your entire corporate digital environment—is what every CIO and IT manager wants. But most providers still force you to log into separate portals for SD-WAN hardware, cloud services, and network monitoring. Masergy changes that.

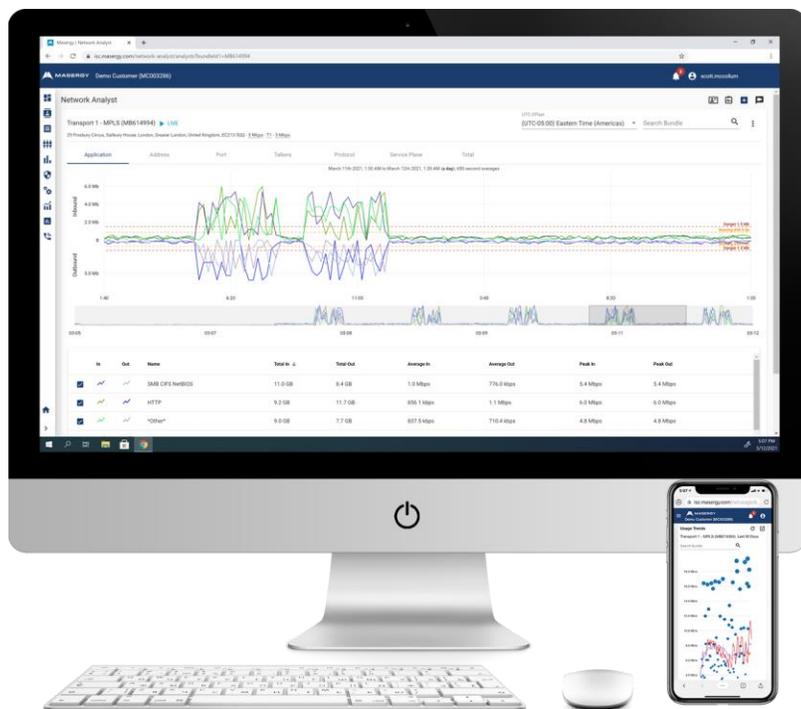
An AI-enhanced true single pane of glass

Masergy delivers the unified views of all SD-WAN, cloud applications, UCaaS, and cybersecurity IT professionals need to make data-driven decisions. We combine detailed analytics from our global software-defined network with our proprietary artificial intelligence technology to deliver real-time analytics and orchestration over global SD-WAN endpoints, voice and video stats for Masergy UCaaS deployments, and security alerts for every site and user.

Imagine not having to toggle between multiple dashboards to determine if your application is performing, your network is secure, or your bandwidth is optimized. Masergy gives you one management portal for end-to-end visibility and control.

Available from any desktop, laptop, or mobile device, the Masergy customer portal delivers a secure, user-centric experience.

Get real-time insights with on-demand control



Features

- Unified "single pane of glass" administration of global SD-WAN and UCaaS deployments
- AI-enhanced virtual assistant detects anomalies and suggests fixes faster than any human network engineer
- Real-time data and service orchestration with built-in shadow IT discovery and per-user analytics
- Customizable dashboard views based on user and admin role
- Push notifications (email and SMS text) with actionable alert data

Benefits

- Centralizes global management for networking and security across the entire SD-WAN deployment
- Reduces support calls/costs with a personalized AI-powered virtual 24/7 analyst
- Provides end-to-end visibility of app performance from cloud to edge for all network, UCaaS, and cybersecurity systems

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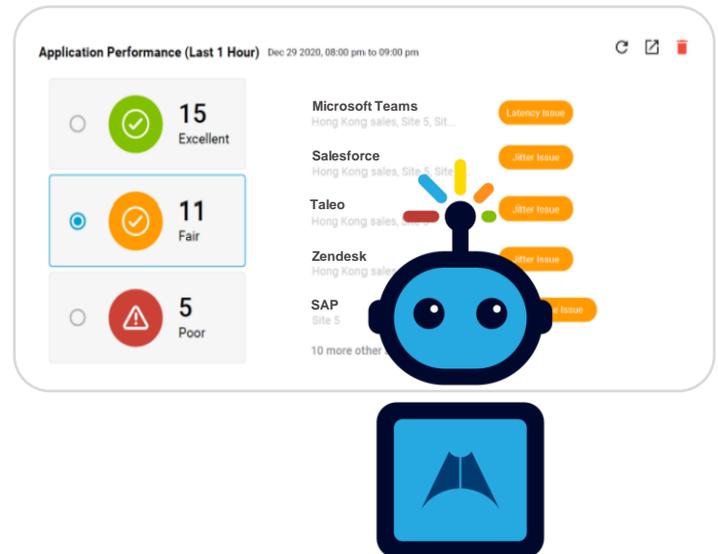
Optimize network and cloud applications using our AI virtual assistant

Masergy AIOps is the industry's first AI-based network intelligence service. Masergy AIOps will transform network management and application performance as we know it today.

We build AIOps into our customer portal as a standard feature of any Masergy managed networking solution. Think of Masergy AIOps as your company's dedicated virtual network engineer—a trusted advisor working 24/7 to proactively optimize your global network.

Masergy AIOps analyzes how the network, application performance, and security are impacted by different events including various configurations. With twenty years of network usage data fed into our proprietary machine-learning algorithms, Masergy AIOps can find and detect network anomalies faster than any human network engineer. And the Masergy portal uses AIOps to deliver instant notifications via email or text to alerts triggered by a wide range of activities on your network.

Masergy AIOps is a game changer for enterprise IT and is your path to a truly autonomous corporate network.

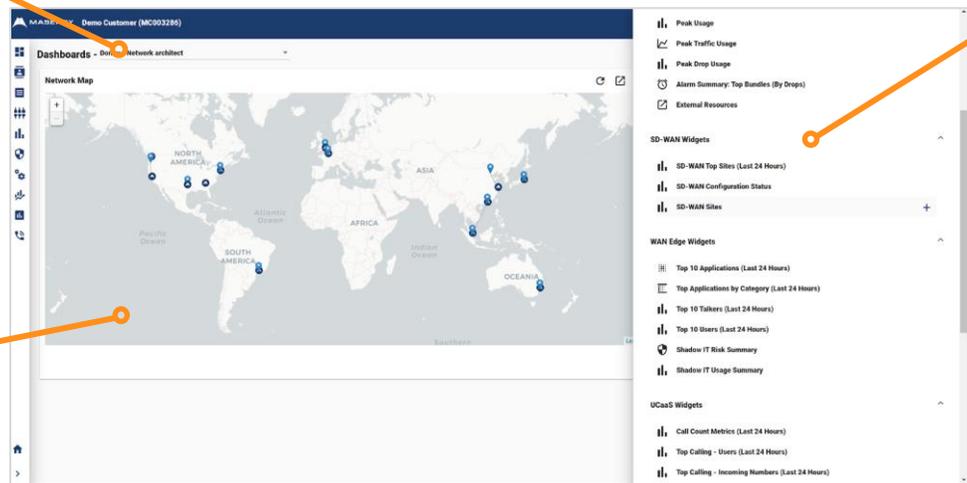


See all the data you need from personally-customized dashboards

The analytics needed by an IT manager are much different than what's needed by a network architect, cybersecurity professional, or CIO. By default, the Masergy customer portal dashboard provides a scannable view of typically-used networking analytics in easily-configurable widgets just like on a smartphone's home screen. Add, move, and resize widgets for SD-WAN, UCaaS, and cybersecurity stats to create multiple customized dashboard views based on the job role of the authorized user of the portal.

Design separate dashboards per user role

Infinite combination of widget layouts



Add/remove widgets from a constantly growing list of dozens for network, UC, and security