

Network and Telecom Managers

Optimizing the Network in a Challenging Environment

Network and Telecom Managers are at the heart of the promised benefits of real-time networking. A properly designed and managed network delivers business agility while maintaining vigilant network security and business continuity. In this time of vendor turmoil and technological discontinuity, networking professionals must understand which vendors to select, which technology standards to use and what products, services and tools can be used to optimize the enterprise network.

Business Issues

Risk mitigation, cost savings and business continuity are the most critical business issues facing network and telecom managers. Key questions covered in the Network and Telecom Managers Membership Program include:

- How should an enterprise protect itself if its telecommunications carrier goes bankrupt? What contingency plans are needed?
- Have prices for telecom services reached a bottom? What service-level agreements should be included in new contracts? What terms and conditions protect the enterprise if those SLAs aren't met?
- If the network goes down, some businesses virtually stop. How should the network and telecom manager minimize the risk of downtime?
- How can the enterprise ensure that its network is secure?
- What wireless data applications are effective in improving business processes within specific vertical industries?

Who Benefits

Vice President, Infrastructure

Telecommunications

Director/Manager

Network Manager/Administrator

Network/Systems/Enterprise

Operations Center Manager

Security Manager/Administrator

Director, Network Operations

Wireless Networking

Manager/Director

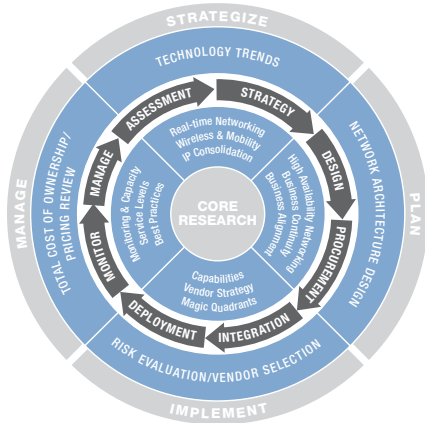
Technology Issues

Selecting the best technology solution is critical for emerging areas like wireless local-area networks (WLANs), IP telephony and wireless data services. Staying abreast of new standards as they are developed and adopted is critical to network and telecom managers so they can preserve their company's investment in the network.

High-availability networking, the convergence of voice, data, video and storage, and wireless and wire-line services, all must be understood by network professionals. Key technology issues include:

- How will enterprises appropriately assess network risks?
- How should enterprises architect networks to maximize availability and performance while minimizing cost?
- What best practices will emerge in network management? Which management practices are proven to improve network performance?
- How do you best evaluate voice and data solutions? Do the benefits of a single vendor outweigh the additional risks?
- Which network service providers (NSPs) will survive (and thrive)? What will be the best practices in managing NSPs? How will network services evolve?
- What should enterprises do to ensure they select the right networking equipment vendor at the best price? How can one ensure ROI on new equipment purchases?
- What are the best ways to procure and manage the proliferation of wireless devices in the enterprise?

Network and Telecom Managers



Gartner provides network and telecom managers integrated, concrete value at each stage of the decision cycle—from assessment and sourcing to management and optimization. We provide immediate value no matter where you are in the life cycle, enabling informed decisions and improved return on investment.

Member Benefits

Key Insights

Member Portal provides relevant research on critical information for planning, procuring and managing enterprise networks. Top research is selected monthly by analysts specifically for its applicability to network and telecom managers.

Monthly Spotlight highlights what is new and relevant.

Analyst Teleconferences are delivered exclusively to you on relevant topics and trends, addressing your unique needs.

Alert Profiles auto-enlist and ensure you are notified when Gartner research covers topics of interest to you.

Monthly Newsletter highlights what's top of mind for Gartner thought leadership. The newsletter addresses key issues that are time-sensitive and that are relevant to your role.

Share Best Practices via the portal. After careful Gartner review, the best of the best is shared with the community.

Gartner Core Research lets you benefit from access to all research on gartner.com, and includes analyst inquiry and the highly acclaimed Talking Technology audio series.

Gartner Presentation Library gives you access to the latest analyst presentations on network and telecom managers. Clients may draw upon individual slides or entire presentations to strengthen their own business cases with the independent authority Gartner provides.

Gartner Events include access to a Gartner theme conference of your choice.

Key Services and Tools

Decision Tools

Make better decisions and perform cost-of-ownership analysis with five Decision Tools.

Convergence Server Solutions Model

Select the most appropriate next-generation communications server.

Contact Center Infrastructure Suite

Select the most appropriate contact center infrastructure application.

TCO[®] Manager for Contact Center

Measure, analyze and improve the total-cost-of-ownership (TCO) service level provided by your customer contact center.

TCO Manager for Data Networks

Evaluate TCO associated with owning, managing and procuring wide-area data network technologies.

TCO Manager for Voice Telecom

Evaluate TCO associated with owning, managing and procuring wide-area voice network technology assets.

Workshops (Choose one of three)

Network Architecture Workshop—Technology Trends and Design

Ensure your enterprise network meets business needs. Workshop provides an evaluation of network design enhancements and technology trends such as wireless or VoIP.

Cost Optimization Workshop—Contract and Procurement Review

Make sure you have the optimal cost structure. Workshop reviews pricing rates and terms and conditions of a major contract selected by the client.

Risk Evaluation Workshop—Network Service Provider Selection and Strategy

Minimize the risks associated with vendor turmoil. Workshop provides strategies and plans to protect your network and assessment on key providers.