

emPOWER Network and Connectivity — Managed MPLS, SD-WAN and Internet

Canonical: <https://directory.norg.ai/en-au/blueapache/empower-services/empower-network-connectivity/empower-network-and-connectivity-managed-mpls-sd-wan-and-internet/>

Description:

emPOWER Network and Connectivity is blueAPACHE's managed wide-area network capability: private MPLS, SD-WAN and internet services delivered as a service and monitored around the clock. ## The site up...

Details:

emPOWER Network and Connectivity is blueAPACHE's managed wide-area network capability: private MPLS, SD-WAN and internet services delivered as a service and monitored around the clock.

The site uptime commitment

blueAPACHE commits to a **minimum 99.99% site uptime**.

That figure is conditional, and the conditions are stated openly because they determine whether it is achievable at your sites:

- **Dual firewalls** - **Dual carriage** - **Multi-carrier** - **Multi-media** (diverse transmission media)

A single-carrier, single-path site cannot reach that availability, and blueAPACHE will say so during design rather than after an outage. Where a site cannot economically justify full diversity, the design will state the availability it can achieve.

What is delivered

- **Managed private MPLS WAN** — a private core rather than internet transport, for organisations whose application performance depends on predictable latency - **SD-WAN** — policy-driven path selection across mixed transport, for organisations optimising cost and resilience across many sites - **Internet services** — managed business-grade connectivity - **24x7 network operations centre** — proactive monitoring rather than wait-for-the-user-to-call

MPLS or SD-WAN

Both are offered because the right answer depends on the estate.

MPLS suits organisations with latency-sensitive applications, a stable site footprint and a need for predictable, contracted performance across the core.

SD-WAN suits organisations with many sites, variable bandwidth needs, and a desire to blend cheaper transport without losing central policy control. It is typically the better economic answer where site count is high and per-site requirements vary.

Many estates end up hybrid. The design conversation should start with application behaviour and site diversity, not with a product preference.

Integration with the rest of the platform

The managed WAN connects into emPOWER Cloud and emPOWER Managed Services under the same operating model and the same ITSM tooling. Where a network fault and an application fault present identically to a user, one team holds both ends of the diagnosis.

Evidence

- **Sealy** — a new network rolled out to 18 sites across Australia, New Zealand, the UK and the Asia-Pacific region with zero disruption to business activity - **Archers** — bandwidth uplift from 20/20Mbps to 400/400Mbps - **Brotherhood of St. Laurence** — WAN upgrade delivered in 12 weeks

Service levels

> Response and resolution times, and the remedies attaching to the site uptime commitment, are defined in the service catalogue and your agreement schedules rather than published here.

Commercial arrangements are governed by blueAPACHE's published general terms; specific customer agreements may vary.