



## What is MLAN?

Managed LAN (MLAN) helps you simplify operations, control costs and maintain network reliability without having to dedicate your own resources to your LAN. MLAN allows the network administrator to centrally manage all devices on the network. This can make it easier to detect and resolve problems, as well as to implement security updates and policy changes. In addition, MLAN can provide enhanced visibility into network activity, which can be helpful in identifying potential security threats. Overall, MLAN can provide significant advantages in terms of network administration and security.

## Relevant Industries for MLAN

- Government
- Banking, Finance Service and Insurance
- Manufacturing
- Education
- Healthcare
- Logistic
- Enterprise

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## SOLUTION BRIEF

# TM One Managed LAN

Maintain a secure and reliable network

Local area networks (LAN) play a crucial role in the performance of your digital infrastructure but managing your own LAN can be expensive and time-consuming. That's where our **TM One Managed Local Area Network (MLAN)** comes in to boost your productivity by minimising downtime. TM One MLAN can help to improve operational efficiency by reducing the amount of time that your IT staff spends on managing the network. This frees up your staff to focus on more important tasks and can help to improve overall productivity. Take some of that hard work out of their hands by managing your full network - extending service and visibility from the WAN router to the LAN switch and everything in between.

TM One MLAN has a team of experts who can provide you with an easy-to-use network without the hassle of managing it yourself. We'll do all that's needed from surveys and designs, installations or deployment at your site - we've got it covered! We also have a dashboard for observing network performance and for troubleshooting services that are remotely monitored by our Network Operations Centre. With TM One MLAN, you choose the amount of support you need, whether you want us to cover your network enterprise-wide or just the branch offices that lack IT personnel.

## TM One MLAN Benefits



### Performance

Network technology that meets the high requirements and Quality of Service (QoS) of network service-based applications.



### Efficiency

Customer can focus on business operation and do not have to deal with IT infrastructure and network management related matters.



### Professional Competence

Full professional competence such as network survey, design, installation, operation and maintenance of its technological standard.



### End to End Managed Service

Network management does not end at the boundary of your site telecommunications connections between sites are included in the managed network.



### Flexibility

Selection from a range of LAN management options best suited for your business.



### Continuously Monitoring and Support

Monitor service quality through Helpdesk Support from TM One value added service (VAS) Network Operation Centre.

## TM One MLAN Support Business Model

The MLAN Break and Fix Model support service only cater for fixing equipment on-site and does not offer monitoring and preventive maintenance, while our MLAN Managed Service Model offer fixing equipment on-site plus proactive monitoring of customer systems as well.

### MLAN Break and Fix Model

A combination of maintenance of your local area network equipment and devices. Plus, when needed, an engineer to visit your site, diagnose the fault and either fix or replace the hardware.

MLAN: Break and Fix Service		
Hardware Type	Switch	Access/Distribution/Core
	Wi-Fi	Access Points/Access Controller/Licenses
Fulfillment	Staging, Installation, Testing and Commissioning	
Support	Managed Service	<ul style="list-style-type: none"> <li>8 x 5 or 24 x 7 x 365 Service Desk Reachable via toll free at 1060</li> <li>Email Support</li> <li>Phone Support</li> <li>Onsite Support</li> <li>Advanced Hardware Replacement</li> </ul>

### MLAN Managed Offering

Supports every aspect of your network resources and infrastructure including, change management, configuration, performance optimisation and security. It also extends to problem-solving and regular service reviews and reports. The aim is to make your network resources and infrastructure work better.

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TM One MLAN has been designed to be the perfect solution for businesses of all sizes. With 24x7 support services, you can rest assured knowing your network will always stay up and running while also keeping data safe and secure with its comprehensive suite of coverage options that meet industry standards. Businesses can go back to focusing on what they do best while we take care of the work behind the scenes, keeping things running smoothly for you!

To learn more about TM One MLAN, please contact your TM One representative or TM One business partner, or visit our website: <https://www.tmone.com.my/solutions/connectivity-services/>

### About TM One

TM One, the business-to-business arm of Telekom Malaysia Berhad (TM), empowers enterprises and the public sector to challenge the status quo and creatively disrupt various industries with the latest digital technologies and solutions across cloud, connectivity, cybersecurity, and smart services.

For further information on TM One, visit [www.tmone.com.my](http://www.tmone.com.my)

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TM One MLAN hardware such as:

- Core Switch
- Distributor Switch
- Access Switch
- Access Controller
- Access Point

### Case Study - Largest Bank in Malaysia

A leading financial service that provides the largest network among Malaysian banks with over 2,400 branches and offices has just opened new sites. These locations requires a business telephone system which is running over Internet connectivity and they are looking for managed IT services to plan out the network infrastructure needed in order to run softphones smoothly without any hiccups along their journey.

TM One proposed MLAN where we would provide installation and manages 4 units of Access Switch in all the new branch locations, which includes 24x7 service desk/call routing for any problem that might arise. On-site support and proactive monitoring are available to ensure everything is up and running smoothly without having the need for reactive maintenance or replacement options 3 years after the initial installation.

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