tw telecom provides managed network services, specializing in business Ethernet and transport data networking, Internet access, voice, VoIP, VPN and security, to enterprise organizations and communications services companies throughout the U.S. As a leading provider of integrated and converged network solutions, and its own Intelligent Network capabilities, tw telecom delivers customers overall economic value, quality, service, and improved business productivity.

Now you can take advantage of consultative services to help minimize the complexities associated with your AWS cloud connectivity infrastructure. A dedicated engagement manager from Advanced Technical Support will work closely with you to identify your individual connectivity needs, create an implementation plan and guide you through execution. Our proven four-step project methodology takes the guesswork out of connecting to AWS, securely and reliably, and enables you to focus on your core business.

Don’t go it alone — let us take the lead.

Our Team

Experience: tw telecom ATS professionals have decades of combined hands-on experience with cloud infrastructure, activation and lifecycle support.

Certification: AWS Solutions Architect, MEF, CCNA, CCNA-Security, CCNP, Juniper JCNIE
Our Approach

Initiate
The Engagement Manager provides an initial customer consultation to allow for discovery and sizing of the overall engagement. Upon completion of this phase, the Engagement Manager validates or modifies scope (tasks and hours) and milestones required for the engagement.

Planning
The Engagement Manager and Customer Consultation Engineer build the Client binder. The binder includes solution design documents, deployment plans, milestones, test plans and change management guidelines. The planning phase ensures a solid foundation for the execution phase and provides the customer time and direction to prepare for deployment activities and environment change.

Execution
The tw telecom ATS team partners with the customer to execute according to the Client binder artifacts created during the Planning phase. The Execution phase is managed by both the Engagement Manager and the Customer Consultation Engineer to ensure successful deployment of the solution.

Close
Upon the end of the execution phase, preliminary acceptance of the project results is accomplished. Missed items are addressed and future items are summarized on a list of open points and items.

Engagement Scope

Service
Evaluate use case and determine the specifics of your network set-up including: VPC (subnet design, virtual interfaces necessary), private and Internet gateways, virtual gateways, ACLs.

Evaluate your equipment to ensure compatibility with desired solution.

Validate equipment to support: Layer 2 Ethernet, VLAN tagging schema, sub interfaces.

IP configuration that includes peering with the cloud side, gateway set-up, keys or authentication.

Verify components of the order for compatibility with the recommended design. Examples — LOA, technical data gathering, unique contractual needs.

Create implementation plan including: network cutover, roll back plan, test plans.

Evaluate architecture and confirm TCPIP window sizing to optimize customer edge equipment for maximize bandwidth / throughput leveraging TCPIP sizing optimization.

Accomplish Cloud network setup (VPC, Subnets, ACLs, Route Tables) inside the AWS console.

Additional scope requires a custom evaluation of customer needs.

* Base services may drive additional scope if assessments uncover additional complexities; for example if hardware is end-of-life or for non-supported, older code versions.