

Managed Network Services

Reliable, and Always On for Your Business



Your Network, Our Responsibility

Your business relies on a network that is secure, stable, and always performing. Maintaining that level of reliability requires continuous monitoring, maintenance, and technical expertise that can be difficult to sustain in-house. From our operations hub in downtown Honolulu, Hawaiian Telcom provides Managed Network Services that keep your systems protected, available, and performing at their best—so you can stay focused on your customers and your business.

Why Choose Hawaiian Telcom?

Our Managed Network Services Monitoring & Support:

- 24/7 monitoring of network devices for availability, performance, and early issue detection
- Device onboarding assessment to validate configuration health and best practices
- Automated and weekly configuration backups for recovery readiness and version history
- Formal change management for all configuration and policy updates, including review, scheduling, and documentation
- Adherence to your organization's change-management processes and approval workflows
- 24/7 access to our local engineering team via a dedicated help line
- Immediate support to restore configurations in case of failure or misconfiguration
- 24/7 ticket support for open, follow-up, closure, and restoration activities
- Vendor coordination for replacement of defective devices and components
- Remote troubleshooting to quickly isolate and resolve issues
- Execution of requested configuration and policy changes to support evolving business needs

Security & Compliance:

- Application of critical patches to maintain security and device stability
- Quarterly firmware upgrades to keep devices current and supported
- Firewall security: verification and application of the latest security signatures, ensuring default vendor signatures remain active and effective

Ready to Take the Next Step?

Contact our experts today for a free consultation:

- Call: 808-777-6027
- Visit: hawaiiantel.com

Technology, covered.

