

MNET Network Solutions and Support

Products and Services Catalogue

MNET Products and Services Portfolio

At MNET, we provide a comprehensive suite of services designed to address the diverse needs of our clients and help them achieve sustainable growth. Our offerings span over multiple areas of expertise, ensuring that every solution is tailored to deliver measurable results and long-term value. Following are MNET focused areas for solutions and services.

1. Technology and Telecom Consultancy & Advisory

- a. Business matching and connection service
- b. Project initiation service
- c. Digital transformation strategy development & initiative management
- d. Customer experience (CX) strategy development & operationalization

2. Network Operations and Maintenance

- a. Carrier and enterprise network design & build services
- b. Network Operations & Maintenance as a Service
- c. Core network design and performance audit & optimization
- d. Site turn-up and maintenance services across GCC

3. Data Center

- a. Data center design & build services
- b. Data center Operations & Maintenance as a Service
- c. Smart cabinets smart cabinets and modular prefab data centers
- d. Liquid cooling for data and IT centers
- e. Data Center Infrastructure Management (DCIM) solution

4. Advanced Technical and Engineering Support

- a. L3 expert engineering support as a Service
- b. Network audit and gap analysis – Fixes & optimization
- c. SLA compliance and performance management as a service (SLA-MaaS)

5. Education and Training

- a. Digital Education - Learning Management System (LMS)
- b. Executive learning and corporate training

Technology and Telecom Consultancy & Advisory Products & Services

Technology and Telecom Consultancy & Advisory

Business Matching and Connection Service

MNET's **Business Matching and Connection Service** is designed to strategically connect organizations with the **technology investors, technology partners, telecom operators, system integrators, and solution providers** to accelerate business outcomes and reduce go-to-market risk.

Leveraging MNET's deep industry knowledge, regional market presence, and extensive ecosystem across **telecommunications, ICT, data centers, cloud, fiber networks, and digital infrastructure**, we identify, qualify, and introduce clients to partners that best align with their **technical requirements, commercial objectives, and long-term growth strategy**



Our service goes beyond introductions. MNET acts as a **trusted advisor and neutral facilitator**, ensuring alignment between stakeholders through requirement definition, partner shortlisting, capability validation, and structured engagement. This enables clients to form **effective partnerships, joint ventures, reseller agreements, or project-based collaborations** with confidence and speed.

Key Value Delivered

- Accelerated access to **verified technology and telecom partners**
- Reduced commercial and technical risk in partner selection
- Improved market entry and expansion outcomes
- Stronger alignment between solution capability and business need

MNET's Business Matching and Connection Service empowers organizations to **build the right partnerships, enter new markets efficiently, and unlock value from the technology and telecom ecosystem** while remaining focused on their core business objectives.

Technology and Telecom Consultancy & Advisory

Project Initiation Service



MNET's **Technology and Telecom Project Initiation Service** is a structured, end-to-end advisory offering designed to help organizations confidently transform ideas, business needs, or strategic objectives into **well-defined, viable, and execution-ready technology and telecom projects**. This service ensures that projects begin with clarity, alignment, and a strong technical and commercial foundation, significantly reducing risks, delays, and cost overruns during later phases.

Service Overview

The project initiation phase is critical to the success of any technology or telecom initiative. MNET supports clients at the earliest stage of the project lifecycle by translating **business goals into clear technical requirements**, defining scope, validating feasibility, and establishing governance, budgets, and delivery strategies. Our approach ensures that all stakeholders; business, IT, operations, and vendors share a common understanding of objectives, constraints, and success criteria from day one.

This service is applicable across a wide range of initiatives, including:

- Telecom network deployments and upgrades (fiber, wireless, IP/MPLS, core networks)
- Data centers and digital infrastructure projects
- ICT modernization and transformation programs
- Enterprise IT and cloud connectivity initiatives
- Mission-critical and regulated technology environments

Key Objectives

The primary objectives of MNET's Project Initiation Service are to:

- Ensure strong alignment between **business strategy and technology outcomes**
- Clearly define project scope, assumptions, dependencies, and constraints
- Identify technical, operational, commercial, and regulatory risks early
- Establish a realistic delivery roadmap, budget, and timeline
- Enable informed decision-making before committing capital and resources

Technology and Telecom Consultancy & Advisory

Project Initiation Service



Scope of Services

MNENET delivers a comprehensive set of activities during the project initiation phase, which may include:

1. Business & Stakeholder Alignment

- Understanding client business drivers, strategic objectives, and operational challenges
- Identifying key stakeholders and defining roles and responsibilities
- Defining project success criteria and measurable KPIs

2. Needs Assessment & Requirement Definition

- Assessment of current (as-is) technology and telecom environment
- Identification of gaps, limitations, and future-state (to-be) requirements

3. Technical Feasibility & Concept Design

- Evaluation of suitable technology options and architectures
- High-level solution design and conceptual architecture

4. Project Scope & Governance Definition

- Definition of project boundaries, inclusions, and exclusions
- Development of project charter and initiation documentation
- Establishment of governance structures, reporting, and decision frameworks

5. Budgetary Estimates & Delivery Strategy

- High-level cost estimation (CAPEX and OPEX)
- Evaluation of delivery models (in-house, vendor-led, EPC, managed services)
- Phasing and prioritization recommendations

Deliverables

Depending on client needs, MNENET's Project Initiation Service typically results in:

- Project Charter and Initiation Report
- Business and Technical Requirements Document
- High-Level Solution Architecture and Design Concepts
- Risk and Dependency Register
- Preliminary Project Plan, Timeline, and Budget Estimates
- Recommendations for next phases (design, procurement, implementation)

Technology and Telecom Consultancy & Advisory

Digital Transformation Strategy Development & Initiative Management

MNET's Digital Transformation Strategy Development & Initiative Management Service helps organizations define, plan, and execute end-to-end digital transformation programs aligned with their business objectives, technology roadmap, and operational realities.

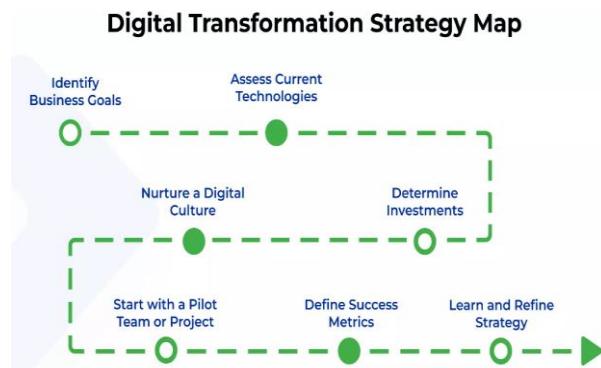
We work with executive and senior leadership teams to translate strategic ambitions into actionable, measurable digital initiatives that drive efficiency, innovation, and sustainable growth.

Our service begins with a comprehensive assessment of Organization's:

- Current digital maturity
- Current technology platforms
- Current data, connectivity, and operating models

Leveraging our deep expertise in telecom, IT infrastructure, cloud, data centers, and emerging technologies, MNET develops:

- Tailored digital transformation strategy
- Strategy that prioritizes high-impact use cases
- Defines target-state architecture
- Establishes a phased implementation roadmap



Key Outcomes:

- Clear & actionable digital transformation roadmap
- Alignment between business strategy, technology, and telecom capabilities
- Improved operational efficiency and service innovation
- Reduced execution risk through disciplined initiative management
- Measurable ROI and sustainable digital capabilities

Typical Engagement Scope:

- Digital maturity and capability assessment
- Digital vision and target-state definition
- Transformation roadmap and investment prioritization
- Initiative governance and program management
- Vendor, technology, and telecom ecosystem alignment

Technology and Telecom Consultancy & Advisory

Customer Experience (CX) Strategy Development & Operationalization

MNET's **Customer Experience (CX) Strategy Development & Operationalization** service helps telecom operators, technology providers, and digital service organizations **design, embed, and scale superior customer experiences** across the entire customer lifecycle.



We translate business objectives and customer insights into **practical, measurable CX strategies** that deliver improved satisfaction, loyalty, and commercial performance

Key Service Components

- CX maturity and gap assessment
- Customer journey mapping and service design
- CX vision, strategy, and roadmap development
- CX governance, operating model, and KPI definition
- Digital and omnichannel CX enablement
- Change management and CX capability building

- Our approach begins with a comprehensive assessment of the current customer journeys, touchpoints, digital channels, operational processes, and supporting technologies
- Leveraging data analytics, voice-of-customer insights, and industry benchmarks, MNET defines a future-state CX vision aligned with brand promise, market positioning.
- MNET then operationalizes CX strategy by embedding it into day-to-day operations. This includes redesigning end-to-end customer journeys, defining CX governance models, aligning organizational structures, and integrating CX KPIs into performance management frameworks
- We support the selection and deployment of enabling technologies such as CRM, omnichannel platforms, analytics, and AI-driven customer engagement tools to ensure consistent and personalized experiences across physical and digital channels

The result is a sustainable, execution-ready CX operating model that empowers teams, improves service quality, reduces churn, and enhances revenue growth—while ensuring scalability and continuous improvement in fast-evolving telecom and technology environments.

Network Operations and Maintenance Products & Services

Network Operations and Maintenance

Carrier and Enterprise Network Design & Build Service

MNET's **Carrier and Enterprise Network Design & Build Service** provides end-to-end advisory, engineering, and implementation support for **high-performance, secure, and scalable telecom and IP networks**.

We help service providers and enterprises design, deploy, and optimize networks that meet current operational requirements while remaining future-ready for evolving technologies and traffic demands



Key Service Components

- Network strategy, requirements analysis, and capacity planning
- High-level and low-level network architecture and design (HLD/LLD)
- Our service covers the complete network lifecycle from **strategic planning and architecture design** to **detailed engineering, vendor selection, deployment oversight, and acceptance testing**
- MNET works as an independent technology advisor, ensuring that network designs are **standards-compliant, cost-efficient, resilient, and aligned with business objectives** rather than vendor-driven solutions
- **For carrier networks**, we support the design and build of **core, aggregation, access, and interconnection networks**, including IP/MPLS, optical transport, metro and long-haul fiber, data center interconnect (DCI), and peering architectures
- **For enterprise networks**, our expertise spans **campus, WAN, SD-WAN, data center, cloud connectivity, and secure hybrid network environments**, ensuring reliable connectivity across users, applications, and sites
- MNET also integrates **availability, redundancy, security, and compliance considerations** into every design, incorporating best practices and relevant standards (e.g., TIA-942, ISO, ITU-T, and vendor-neutral reference architectures)
- Our implementation support ensures smooth execution through **project governance, multi-vendor coordination, configuration validation, and operational readiness**

Network Operations and Maintenance

Network Operations and Maintenance as a Service

Network Operations and Maintenance as a Service (NOMaaS) by MNET provides organizations with a fully managed, outcomes-driven approach to operating, monitoring, and maintaining mission-critical telecom and IT network infrastructure.

Delivered under MNET's **Operations and Maintenance service**, this service enables clients to achieve high network availability, performance, and security while reducing operational complexity and cost.



MNET's NOMaaS covers the entire network lifecycle, from day-to-day operations and proactive maintenance to performance optimization, fault resolution, and continuous improvement.

The service is designed to support multi-vendor, multi-technology environments, including fixed and mobile networks, fiber and IP/MPLS networks, data center networks, and enterprise LAN/WAN architectures.

MNET ensures that client networks operate reliably, scale efficiently, and remain aligned with evolving business and technology requirements.

Key Service Components

- **24x7 Network Monitoring & Operations**
Continuous monitoring of network performance, availability, and alarms using defined KPIs and SLAs to ensure uninterrupted service delivery
- **Incident, Problem & Change Management**
Structured fault detection, root cause analysis, resolution, and controlled change implementation in line with ITIL and telecom operational best practices
- **Preventive & Corrective Maintenance**
Proactive health checks, capacity monitoring, configuration audits, software/firmware management, and timely corrective actions to minimize outages
- **Performance Optimization & Capacity Management**
Traffic analysis, network tuning, and capacity planning to support growth, improve quality of service (QoS), and optimize resource utilization
- **Multi-Vendor & Multi-Technology Support**
Operational support for equipment and solutions from leading network vendors across access, aggregation, core, and data center layers
- **Operational Governance & Reporting**
SLA management, operational dashboards, compliance reporting, and continuous improvement recommendations for management visibility and control.

Network Operations and Maintenance

Core Network Design and Performance Audit & Optimization

MNET provides end-to-end **Core Network Design, Performance Audit, and Optimization services** to help operators and service providers build resilient and high-performance core network infrastructures. Our services ensure that core networks are architected and operated to meet current service demands while remaining future-ready for growth, new technologies, and evolving traffic patterns.

MNET's core network services cover design, assessment, optimization, and continuous improvement of telecom core environments, including IP/MPLS, fixed broadband core, and service platforms. We combine deep technical expertise with industry best practices to improve availability, capacity utilization, latency, security, and overall service quality

How to Optimize Network Performance

Optimization & Enhancement

- Traffic flow and routing optimization
- Latency & packet loss improvement
- Capacity and resource optimization
- High-availability and fault-tolerance enhancements
- Network simplification and cost optimization
- Performance tuning aligned with SLA and QoE targets

Performance Audit & Assessment

- Configuration & design review
- Performance and KPI analysis
- Capacity utilization and bottlenecks
- Resiliency and failover assessment
- Security and risk exposure review
- O&M processes & maturity assessment

Core Network Design

- Core network architecture & topology
- IP/MPLS core & aggregation network design
- Fixed broadband & converged core network
- Redundancy, resiliency, and high-availability planning
- Capacity modeling and future growth planning
- Interconnection, peering, and traffic engineering strategies

Deliverables

- Core network design documentation
- Detailed audit and assessment report
- Gap analysis and risk register
- Roadmap with prioritized actions
- Guidance & best-practice recommendations

Key Benefits

Improved network availability and reliability

Enhanced performance and quality of experience (QoE)

Optimized capacity utilization and reduced OPEX

Future-ready core network aligned with technology evolution

Stronger operational control and risk mitigation

Network Operations and Maintenance

Site Turn-up and Maintenance Services across Middle-East

MNENET provides **end-to-end Site Turn-Up and Maintenance Services across the Middle-East region**, enabling telecom operators, enterprises, system integrators, and service providers to deploy, activate, and operate their network sites efficiently and reliably. Our services are designed to ensure **rapid service readiness, high availability, and sustained operational performance** for both new and existing network infrastructure.

Site Turn-Up Services

MNENET's site turn-up services cover the complete lifecycle from **pre-activation readiness to live service handover**, ensuring that network sites are commissioned in line with design specifications, vendor standards, and customer SLAs. Our site turn-up scope includes:

- **Pre-turn-up readiness assessment:** verification of site power, environmental conditions, rack readiness, cabling, and safety compliance
- **Equipment installation support:** coordination and supervision of active and passive equipment installation, including routers, switches, transmission equipment, access nodes
- **Configuration and integration:** basic configuration support, IP planning validation, integration with core and upstream networks, and interworking checks
- **Testing and commissioning:** end-to-end testing including power-on validation, connectivity tests, performance checks, redundancy verification, and acceptance testing
- **Service activation and handover:** controlled service activation, documentation of as-built details, and formal handover to operations teams

Site Maintenance Services

MNENET maintenance services include:

- **Preventive maintenance:** scheduled inspections of power systems, cooling, cabling, grounding, racks, and network equipment to identify risks before they impact service.
- **Corrective maintenance and break-fix support:** rapid fault diagnosis, isolation, and restoration for network, power, or environmental issues.
- **Remote and on-site support:** combination of remote troubleshooting and on-site field engineering support to optimize response times and costs.
- **Spare parts and logistics coordination:** support for spares handling, replacement, and vendor coordination where required.
- **Health checks and performance monitoring:** periodic site audits, performance trend analysis, and improvement recommendations.

Regional Coverage and Delivery Model

MNENET maintains field-ready capabilities across the Middle-East, including:

UAE, Saudi Arabia, Kuwait, Qatar, Bahrain, Oman, Iraq, Lebanon

Access to qualified local engineers and technicians

Centralized coordination and reporting for multi-country deployments

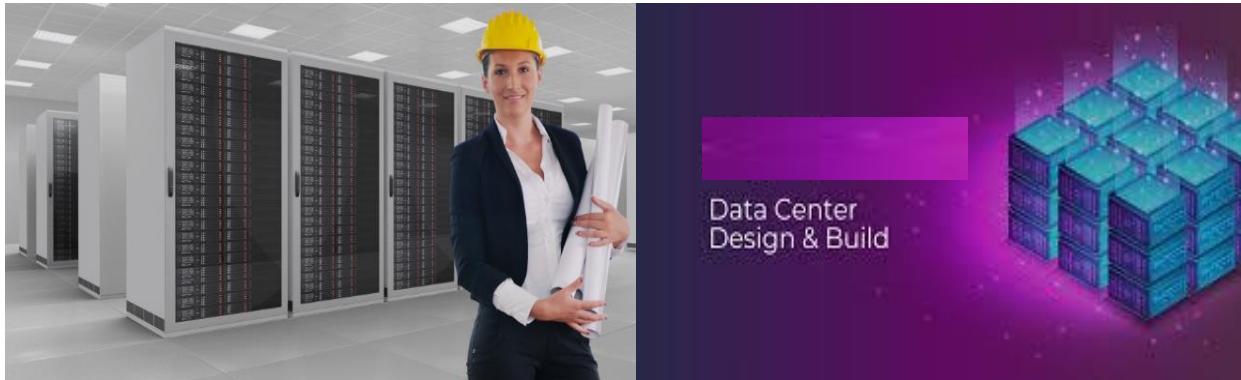
Our delivery model combines **local presence with centralized governance**, ensuring compliance with local regulations while maintaining uniform service quality across regions.

Data Centers

Products & Services

Data Centers

Data Center Design and Build Service



MNET's **Data Center Design and Build Service** offers end-to-end solutions for organizations seeking reliable, scalable, and future-ready data center infrastructure.

We combine deep expertise in technology, telecom, and engineering to design data centers that meet your business's unique requirements, while adhering to international standards such as **TIA-942** and **Uptime institute** guidelines. Our service covers every phase of the data center lifecycle:

1. **Need Assessment and Planning** – We begin by analyzing your business needs, IT load, growth projections, and risk tolerance to create a tailored data center strategy. This includes site selection, feasibility studies, and defining availability requirements
2. **Architectural and Engineering Design** – Our team develops detailed architectural, mechanical, electrical, and structural designs. This ensures optimal layout, energy efficiency, and compliance with industry standards, while providing flexibility for future expansion
3. **Power and Cooling Systems** – We design robust power distribution and backup systems, along with advanced cooling solutions to ensure continuous operation under all conditions. Redundancy levels are planned according to your uptime requirements, from Rated 1 (basic) to Rated 4 (fully fault-tolerant)
4. **Cabling and Network Infrastructure** – Our designs integrate structured cabling, high-speed connectivity, and network topology planning to support seamless IT operations and scalability
5. **Construction and Implementation** – MNET oversees the complete build process, including procurement, project management, and installation of all systems. Our approach ensures that timelines, quality standards, and budget targets are met
6. **Testing and Commissioning** – Before handover, we perform rigorous testing of all critical systems, verifying redundancy, resilience, and operational performance to guarantee a fully functional data center
7. **Ongoing Support and Optimization** – Post-deployment, we provide maintenance guidance, upgrades, and optimization strategies to ensure the data center remains efficient, secure, and aligned with evolving business needs

With MNET's **Data Center Design and Build Service**, organizations can confidently establish a resilient, high-performance data center environment that supports critical operations, future expansion, and evolving technological demands.

Data Centers

Data Center Operations and Maintenance as a Service



MNET offers **Data Center Operations and Maintenance (O&M) as a Service**, designed to ensure the seamless performance, reliability, and security of your data center infrastructure.

Our service is tailored for organizations seeking professional management of their Data center or IT facilities, allowing them to focus on core business activities while ensuring optimal uptime & operational efficiency.

MNET Data and IT Center O&M Service

- **End-to-end Management of Data Center** infrastructure, power & cooling systems, backup generators, UPS, network equipment, and monitoring systems
- **Proactive Preventive Maintenance Programs** to detect potential issues before they escalate, reducing downtime and minimizing operational risk
- **TIA-942, ISO 27001, and Uptime Institute Guidelines** - Our team of qualified & experienced engineers performs regular inspections, testing, and system health checks, ensuring compliance with industry standards
- **Real-time Monitoring and Reporting** - such as MNET provides, giving clients full visibility into operational performance, and system alerts
- **Incident Response and Troubleshooting** - service include, incident management, rapid fault resolution, and support for upgrades or capacity expansions
- **Our Expertise and Strength** – Every member of our team carries 25+ years of experience in technology and telecom industry including service provider and data center operations. Leveraging this unmatched and unparalleled expertise of our team, clients benefit from optimized operational efficiency, extended asset life, and cost-effective management of their data center infrastructure

Whether your facility is a small server room, a modular data center, or a large enterprise-grade facility, MNET's **Data Center Operations and Maintenance as a Service** ensures that your critical IT environment remains **reliable, secure, and continuously available**, supporting your business continuity and growth objectives.

We offer **customizable service packages**, including 24/7 remote monitoring, on-site technical support, and vendor management coordination, providing a flexible and scalable solution tailored to your specific operational requirements.

Data Centers

Smart Cabinets and Modular Prefab Data Centers

MNET delivers purpose-built, self-contained Smart Cabinets engineered for modern edge sites, remote PoPs, and high-density, high performance compute (HPC) data center environments.

- Our smart cabinets combine modular power, integrated environmental controls, secure cabinet-level monitoring, and streamlined cabling to enable rapid, low-footprint deployments
- From initial requirements assessment to detailed engineering, construction, integration, and commissioning, our team ensures that every data center is optimized for reliability, scalability, and future growth
- We specialize in delivering both traditional and advanced modular or prefab data center infrastructures that enable faster deployment, optimized energy efficiency, and scalable growth
- Leveraging industry-best practices and cutting-edge technologies, we ensure robust reliability, high availability, and compliance with global standards
- Whether supporting enterprise IT, cloud expansion, or edge computing environments, our data center offerings are designed to provide resilient, efficient, and future-ready infrastructure tailored to each client's operational needs

Portfolio - Prefab Modular Data Centers



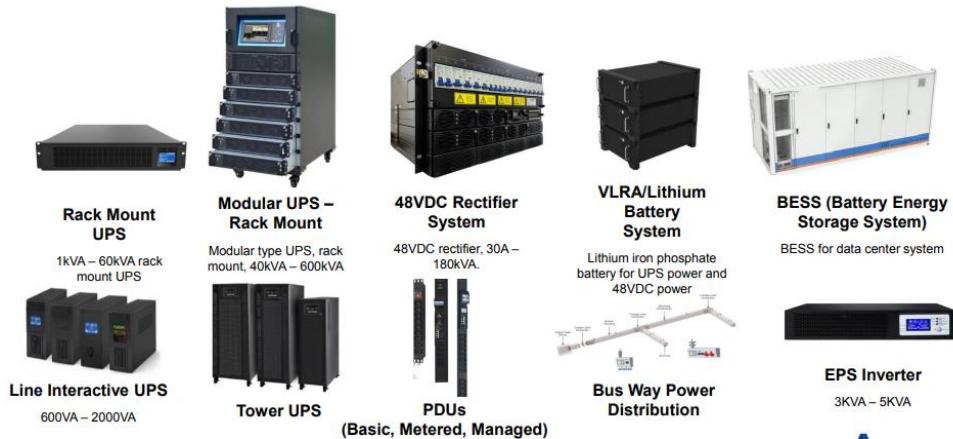
Data Centers

Smart Cabinets and Modular Prefab Data Centers

Portfolio - Prefab Modular Data Centers



Portfolio - Power Management



Solutions are fully customizable to meet specific rack-power, connectivity, and regulatory requirements and include factory integration, on-site commissioning, and ongoing remote monitoring and maintenance services.

Backed by our technical services and support teams, these systems are designed to accelerate time-to-market, improve operational reliability, and future-proof infrastructure for evolving workloads such as AI/ML, edge compute, and carrier PoPs.

These solutions ensure higher performance, improved equipment lifespan, and seamless scalability for data centers and mission-critical facilities.

Data Centers

Thermal Management of Data and IT Centers

MNENET offers **comprehensive thermal management solutions**, including **advanced liquid cooling technologies**, tailored for modern data centers and IT facilities.

Our solutions ensure **optimal operating temperatures, equipment reliability, energy efficiency, and scalability**, while supporting both **new-build and existing IT environments**.

MNENET's solutions go beyond conventional cooling, incorporating **liquid cooling, in-row cooling, rear-door heat exchangers, and hybrid air-liquid systems**, enabling precise heat removal from high-density racks and mission-critical infrastructure.

Portfolio - Thermal Management | Air Cooling



Portfolio - Thermal Management | Liquid Cooling



Data Centers

Thermal Management of Data and IT Centers

Key Features

1. Thermal Assessment & Heat Load Analysis

- Detailed mapping of heat generation across racks and IT zones
- Identification of hot spots and airflow inefficiencies
- Forecasting future cooling needs based on projected IT growth

2. Advanced Cooling System Design

- Integration of air-based and liquid-based cooling technologies
- Hot aisle/cold aisle containment planning
- Scalable and redundant designs aligned with TIA-942 Rated 1–4 and Uptime Tier principles
- Designs optimized for modular, containerized, and hyperscale data centers

3. Liquid Cooling Solutions

- Direct-to-chip (D2C) liquid cooling for high-performance servers
- Rear-door heat exchangers for rack-level cooling
- Liquid cooling for GPUs, AI/ML clusters, and other high-density workloads

4. Airflow Management & Containment

- Hot aisle and cold aisle containment solutions
- Rack sealing, floor grommets, and blanking panels for optimized airflow
- Minimization of air recirculation and bypass airflow

5. Monitoring & Automation

- Real-time monitoring of temperature, humidity, and coolant flow
- Integration with DCIM and Building Management Systems (BMS)
- Automated controls for adaptive cooling based on workload and environmental conditions
- Alerting and reporting for proactive operations

6. Energy Efficiency & Sustainability

- Optimization of Power Usage Effectiveness (PUE)
- Reduced operational energy costs
- Support for green initiatives and sustainable design practices

7. Implementation & Advisory Services

- Vendor-neutral guidance for procurement and installation
- Coordination with mechanical, electrical, and IT contractors
- Commissioning support, performance validation, and lifecycle optimization
- Ongoing advisory for maintenance, upgrades, and energy efficiency

MNENET Value Proposition

With deep expertise in **technology and telecom infrastructure**, MNENET delivers thermal management solutions that **provide clients with resilient, efficient, and future-ready cooling infrastructure**.

Our **liquid cooling expertise** ensures that even the most demanding IT workloads are maintained at optimal temperatures while reducing energy usage and operational costs.

Data Centers

Data Center Infrastructure Management (DCIM) Solution

MNENET provides comprehensive **Data Center Infrastructure Management (DCIM) solutions** that enable organizations to gain **end-to-end visibility, control, and intelligence** across their data center physical and logical infrastructure.

Our DCIM solutions are designed to help data center owners and operators **optimize capacity, improve availability, reduce operational risk, and enhance energy efficiency**, while supporting informed, data-driven decision-making.

MNENET's DCIM solutions bridge the gap between **IT systems and facility infrastructure**, providing a unified management platform that aligns technology operations with business objectives.

It combines **real-time monitoring, asset management, capacity planning, and analytics** into a single, integrated platform. MNENET adopts a **vendor-neutral and consultative approach**, ensuring that DCIM solutions are aligned with each client's operational model, scale, and maturity level.

Our DCIM offerings support

- Enterprise and government data centers
- Colocation and hyperscale facilities
- Telecom central offices and edge data centers
- Modular, prefab, and containerized data centers

Portfolio - DCIM



Data Centers

Data Center Infrastructure Management (DCIM) Solution

DCIM Solutions and Services

MNET delivers DCIM solutions across the full lifecycle, from strategy and design to deployment and operational optimization. Includes;

- DCIM Strategy & Requirements Definition
- Asset & Inventory Management
- Power & Energy Management
- Cooling & Environmental Monitoring
- Capacity Planning & Forecasting
- Visualization & Analytics
- Integration & Automation
- Implementation & Vendor Management
- Operations Optimization & Advisory



MNET aligns DCIM solutions with internationally recognized standards and guidelines, including:

- TIA-942 (Rated 1–4)
- ASHRAE data center guidelines
- Uptime Institute operational principles
- Industry best practices for availability, efficiency, and resilience

As a technology and telecom consultancy, MNET delivers vendor-neutral, outcome-focused DCIM solutions tailored to each client's operational reality.

We combine deep understanding of data center infrastructure, telecom systems, and operational processes to ensure DCIM platforms deliver real, measurable value beyond dashboards and data.

Our DCIM solutions enable data centers to operate as **intelligent, efficient, and resilient digital infrastructure platforms**, ready to support modern enterprise, telecom, cloud, and edge workloads.

Advanced Technical and Engineering Support Products & Services

Advanced Technical and Engineering Support

L3 Expert Engineering Support as a Service



MNET's L3 Expert Engineering Support as a Service delivers advanced, on-demand access to senior-level network engineers and subject-matter experts.

Our L3 service acts as an extension of your internal operations and maintenance (O&M) teams, providing **escalation-level expertise** that goes beyond routine troubleshooting and standard vendor support.

MNET's L3 Expert Engineering Support provides:

- Deep technical diagnostics
- Root cause analysis (RCA)
- Design-level validation and optimization
- High-severity incident resolution
- Vendor-independent expert guidance

The service is available in **reactive, proactive, and advisory modes**, ensuring continuous operational excellence.

Technology Domains Covered

MNET's L3 expertise cover:

- Core, aggregation, and access networks
- IP/MPLS and SD-WAN environments
- Optical transport (DWDM, OTN)
- Data center and cloud
- Enterprise & service provider networks
- Network security and service assurance

Engagement Models

MNET offers flexible engagement options:

- On-demand L3 support (incident-based)
- Retainer-based or subscription models
- Dedicated virtual L3 engineering teams
- Remote support models
- On-site support (where required)

Our engineers bring real-world experience from carrier-grade, enterprise, and mission-critical networks, ensuring practical, implementable solutions rather than theoretical recommendations

MNET's L3 Expert Engineering Support as a Service enables organizations to operate and evolve their networks with confidence, speed, and technical excellence

Advanced Technical and Engineering Support

L3 Expert Engineering Support as a Service



Scope of L3 Expert Engineering Support

Advanced Incident & Escalation Management

- Escalation support beyond L1 and L2 operations teams
- Complex fault isolation across multi-vendor environments
- Coordination with OEM TACs and third-party providers

Deep Technical Troubleshooting

- Advanced analysis of routing, switching, transport issues
- IP/MPLS, L2/L3 network, BGP, QoS troubleshooting
- Optical and transport layer fault diagnosis
- Latency, jitter, packet loss, and throughput optimization

Root Cause Analysis (RCA) & Problem Management

- Comprehensive technical RCA documentation
- Identification of systemic and recurring issues
- Corrective and preventive action plans (CAPA)

Network Performance Optimization

- Network tuning and traffic engineering optimization
- QoS and service assurance optimization
- High-availability and resilience enhancement

Design Validation & Architecture Review

- Review and validation of network designs and configurations
- High-availability and redundancy assessment
- Readiness assessment for new technologies and upgrades
- Support for network transformation initiatives

Proactive Engineering & Preventive Support

- Health checks and proactive network audits
- Identification of risks and weaknesses
- Recommendations for automation and process improvement



Education and Training Products & Services

Education and Training

Digital Education – Learning Management System (LMS)



MNET delivers end-to-end Digital Education solutions centered around Learning Management Systems (LMS) that enable organizations to design, deliver, manage, and measure learning experiences in a secure, scalable, and data-driven manner.

Our LMS solutions support **academic institutions, corporate enterprises, government entities, and telecom operators**, enabling digital transformation of education and professional training ecosystems.

MNET provides a **full lifecycle LMS service portfolio**, covering strategy, implementation, customization, and ongoing optimization:

- Digital Learning Strategy & Advisory
- LMS Platform Selection & Architecture
- LMS Implementation & Configuration
- Content Management & Digital Learning Assets
- Integration & System Interoperability
- Learning Analytics & Performance Tracking
- Mobile Learning & User Experience
- Security, Compliance & Governance
- Operations, Support & Continuous Optimization

MNET's LMS solutions are suitable for a wide range of education and training environments, including:

- Schools, colleges, and universities
- Corporate training and professional development
- Government and public sector learning initiatives
- Telecom and technology workforce upskilling

MNET brings a business-driven and technology-neutral perspective to Digital Education initiatives. Our expertise ensures that LMS platforms are secure, scalable, integrated, and aligned with organizational goals, enabling clients to maximize the return on their digital education investments

Education and Training

Digital Education – Our LMS Platform Partner



MNET has partnered with **Learn360**, a robust and scalable **Learning Management System (LMS) platform provider**, to deliver comprehensive digital education and training solutions for enterprises, government entities, educational institutions, and telecom organizations.

This partnership combines Learn360's proven LMS technology with MNET's consulting, integration, and delivery expertise, enabling clients to design, deploy, and operate effective digital learning ecosystems.

Learn360 Platform Overview

Learn360 is a modern LMS platform designed to support online, blended, and instructor-led learning environments.

The platform enables organizations to centrally manage learning content, users, assessments, and performance analytics through a secure and intuitive interface. It is built to support scalability, flexibility, and customization, making it suitable for organizations of varying sizes and learning maturity levels.

Learn360 supports a wide range of learning use cases, including corporate training, professional certification programs, academic learning, compliance training, and skill development initiatives.

Key Capabilities of Learn360 LMS

- Comprehensive Course Management
- User & Role Management
- Assessment & Certification
- Learning Analytics & Reporting
- Content Standards & Interoperability
- Mobile & Remote Learning Enablement
- Customization & Branding
- Security & Reliability

Through its partnership with Learn360, MNET delivers future-ready digital education solutions that enable organizations to scale learning, improve knowledge retention, track performance, and accelerate workforce development. The collaboration ensures a balanced blend of technology, pedagogy, and operational excellence, supporting long-term digital learning success

Education and Training

Executive Learning and Corporate Training



MNENET offers comprehensive executive learning and corporate training solutions designed to empower organizations and their leaders with the knowledge, skills, and capabilities required to thrive in today's fast-evolving technology and business landscape.

MNENET's executive and corporate training services are tailored to meet the specific needs of organizations across the **technology, telecom, and corporate sectors**, ensuring that employees and leadership teams remain up-to-date with the latest industry trends, best practices, and emerging technologies.

Our solutions are flexible and scalable, suitable for executives, senior managers, technical teams, and operational staff, and can be delivered through in-person workshops, virtual classrooms, blended learning programs, or customized corporate academies.

MNENET's executive learning and corporate training solutions covers:

Executive Development Programs

- Leadership and strategic management
- Decision-making, problem-solving, and innovation workshops

Technical and Functional Training

- Technology modules including telecom & service provider networks, data centers and cloud
- Customer support, NOC operations, fault management, engineering operations

Soft Skills and Professional Development

- Communication, negotiation, and presentation skills
- Project management, team collaboration, and conflict resolution
- Customer experience (CX) management

Customized Corporate Learning Solutions

- Tailor-made programs aligned with organizational goals and KPIs
- Learning paths designed for different roles, departments, or leadership levels
- Integration of real-world business challenges and case studies
- On-site, remote, or hybrid delivery models to suit operational requirements

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Benefits to Organizations

- Enhanced leadership and employee capabilities for improved business performance
- Up-to-date technical and industry knowledge for competitive advantage
- Stronger organizational culture and collaboration through team learning initiatives
- Scalable and measurable learning solutions aligned with corporate objectives
- Support for digital transformation and innovation initiatives

Our Course Offerings

- Executive Coaching Program - Technology & Telecom Masterclass
- Business Analytics - Data Driven Decision Making
- Business Matching and Connection Service
- Customer Service Excellence
- Client Management Strategies for Retention and Growth
- Advanced Customer Relationship Management
- Certified Customer Experience Professional
- Customer Profiling Techniques & Procedures
- Data Analysis Methods and Techniques

MNET bridges the gap between technology, telecom, and business expertise to deliver impactful learning experiences

Our focus on industry relevance, and measurable outcomes ensures that every training initiative drives tangible results for organizations, enhancing both individual & corporate growth