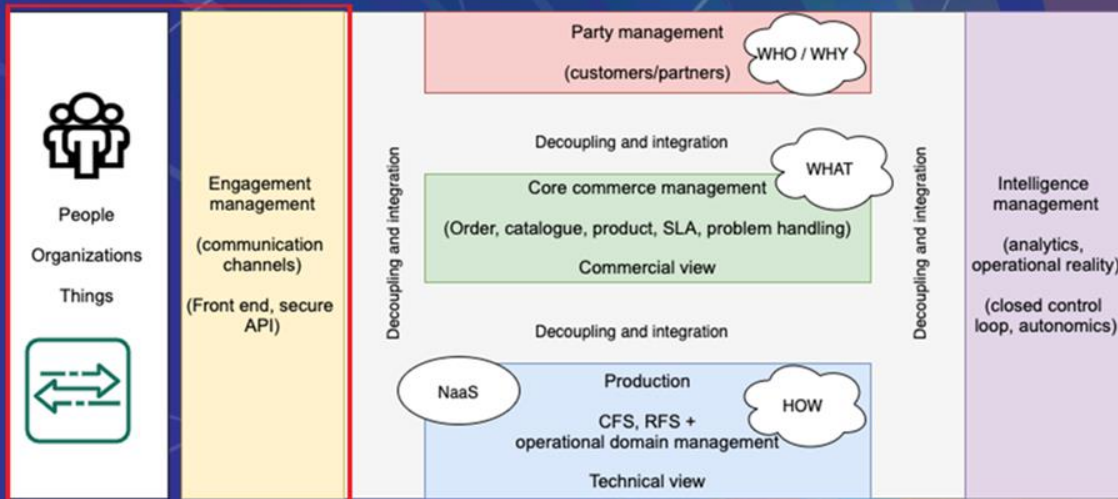


Engagement management



Engagement management example boxes

Homepage of the NREN

Mail
E-mail
Phone
Chat

AAI

Frontend of different tools (help desk, services portal, knowledge base index...

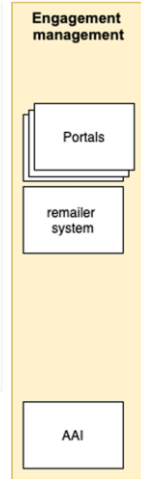


You can copy and paste boxes to your slide

• CARNET



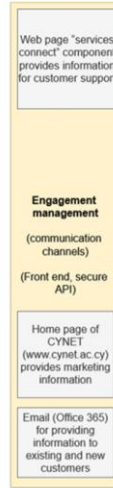
CARNET employees
CARNET users
General Public



• CYNET



Users
Engineers
R&E IT Director
Students
Lecturers
R&E IT personnel
International user



• GRNET



• HEAnet

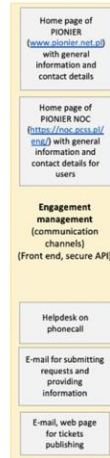


HEAnet clients member user connected org
HEAnet teams
General Public



• PIONIER

Users
Metropolitan Area Networks



• SURFnet



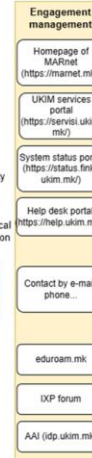
Users
Engineers
R&E IT Director
Students
Lecturers
R&E IT personnel
Dutch researcher
International user



• MARnet



R&E community (university researchers, lecturers, students, technical and administration staff...)



• GEANT



R&E community



Example of Engagement Management

• CARNET



CARNET employees

CARNET users

General Public

Engagement management

Portals

remailer system

AAI

• CYNET



Users

Engineers

R&E IT Director

Students

Lecturers

R&E IT personnel

International user



Web page "services connect" component provides information for customer support

Engagement management

(communication channels)

(Front end, secure API)

Home page of CYNET (www.cynet.ac.cy) provides marketing information

Email (Office 365) for providing information to existing and new customers

• GRNET



Users



APIs

ENGAGEMENT MANAGEMENT

GRNET homepage

In-house built service portals

Atlassian JIRA

• HEAnet



HEAnet clients member user connected org

HEAnet teams

General Public

Engagement management

Portals

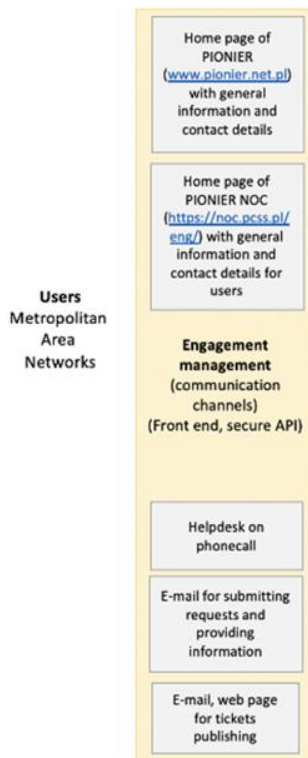
mail email phone

MS teams

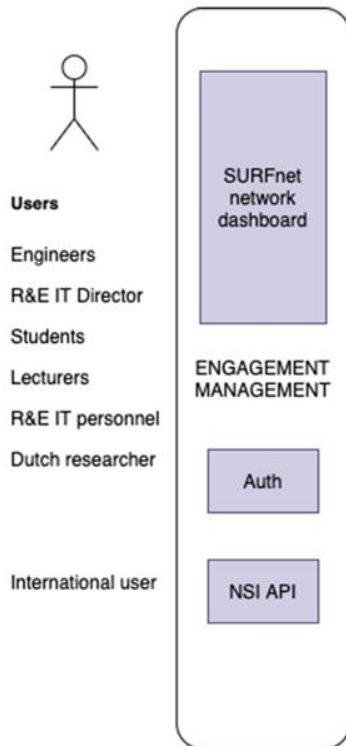
SSO

Example of Engagement Management

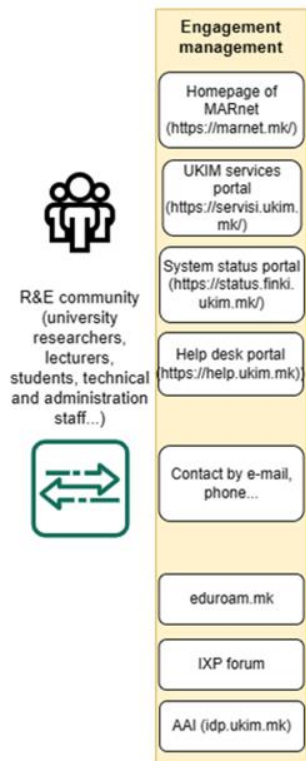
• PIONIER



• SURFnet



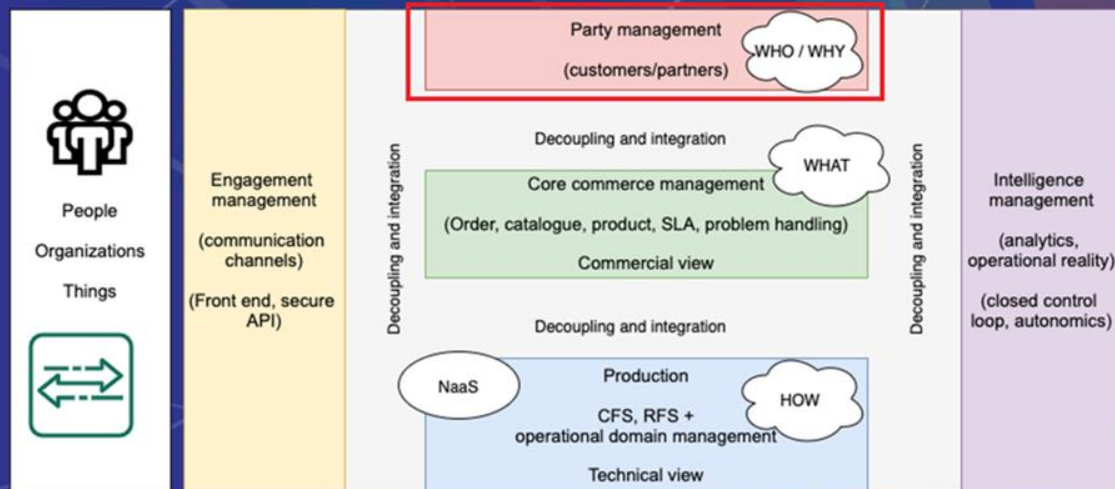
• MARnet



• GEANT



Party management



Party management example boxes

Federated identity

Customer Relationship Management (CRM) system

Management of party information, privacy, roles and rights

Billing account management



You can copy and paste boxes to your slide

• CARNET



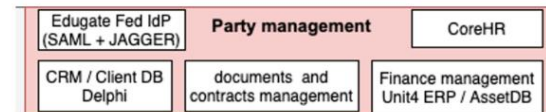
• CYNET



• GRNET



• HEAnet



• PIONIER



• SURFnet



• MARnet



• GEANT



Example of Party Management

- CARNET



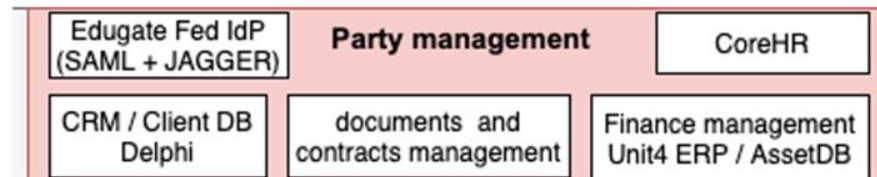
- CYNET



- GRNET



- HEAnet



Example of Party Management

- PIONIER



- SURFnet



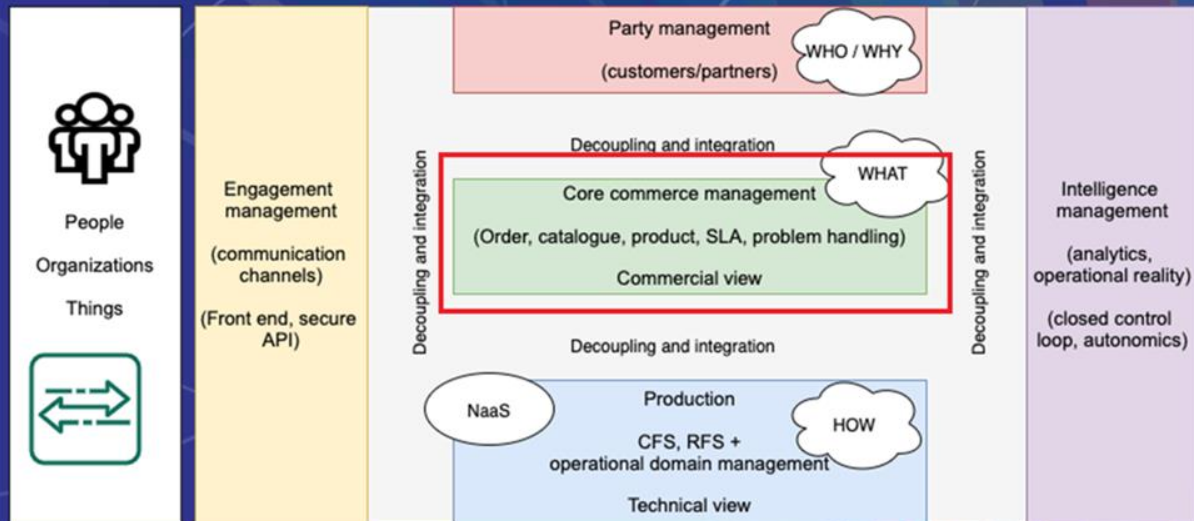
- MARnet



- GEANT



Core commerce management



Core commerce management example boxes

Product catalogue and offers

Product ordering

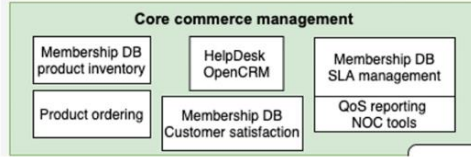
SLA management

Help desk system (for example, ticketing system)



You can copy and paste boxes to your slide

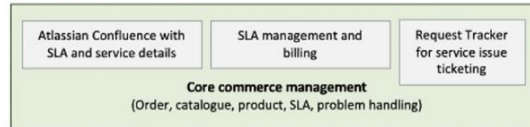
• CARNET



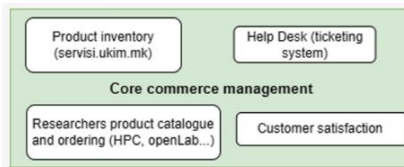
• GRNET



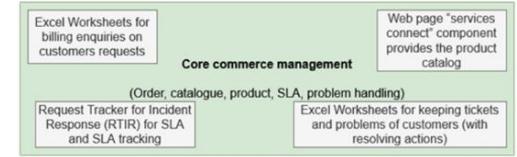
• PIONIER



• MARnet



• CYNET



• HEAnet



• SURFnet

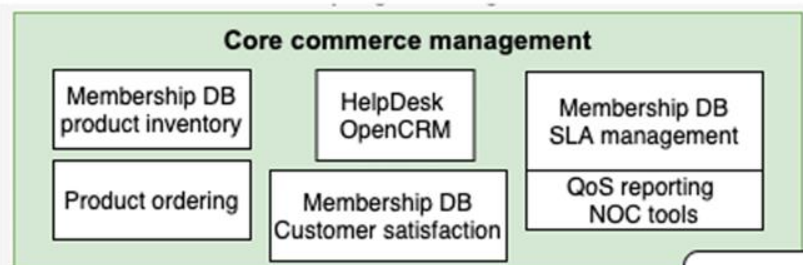


• GEANT

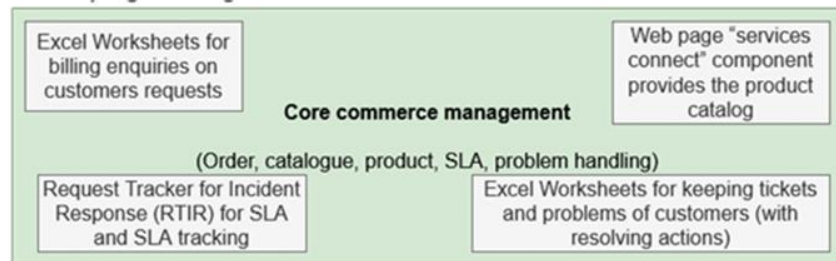


Example of Core Commerce Management

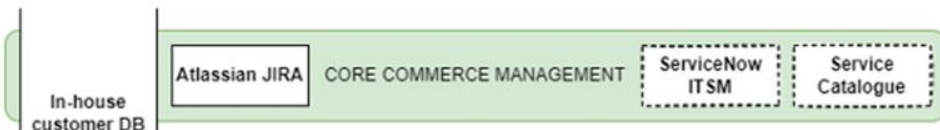
• CARNET



• CYNET



• GRNET

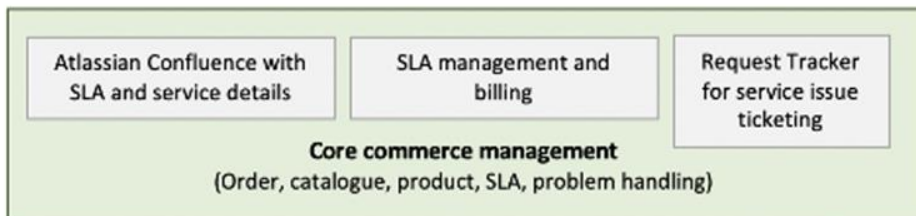


• HEAnet



Example of Core Commerce Management

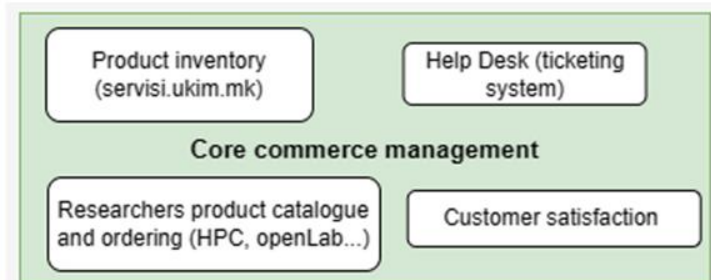
- PIONIER



- SURFnet



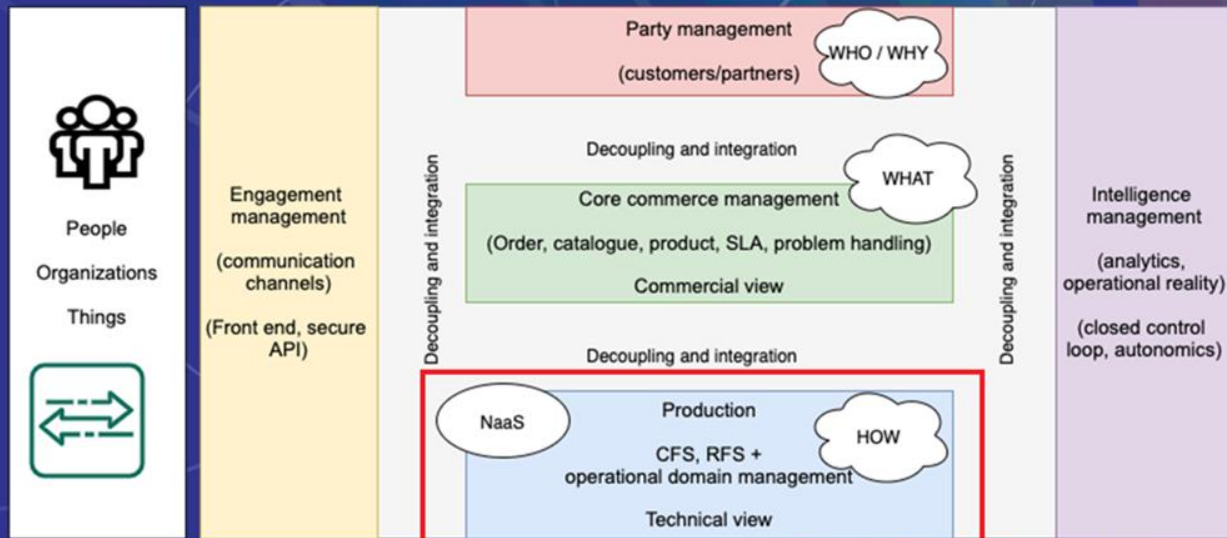
- MARnet



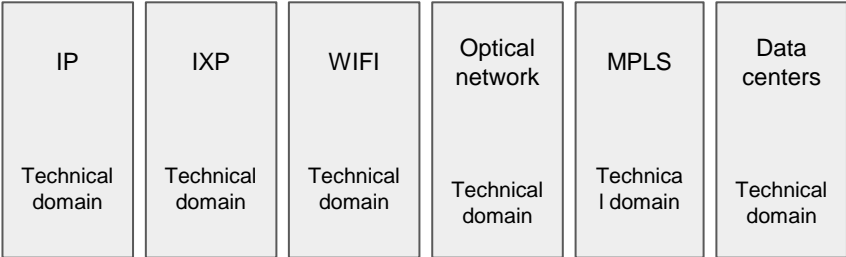
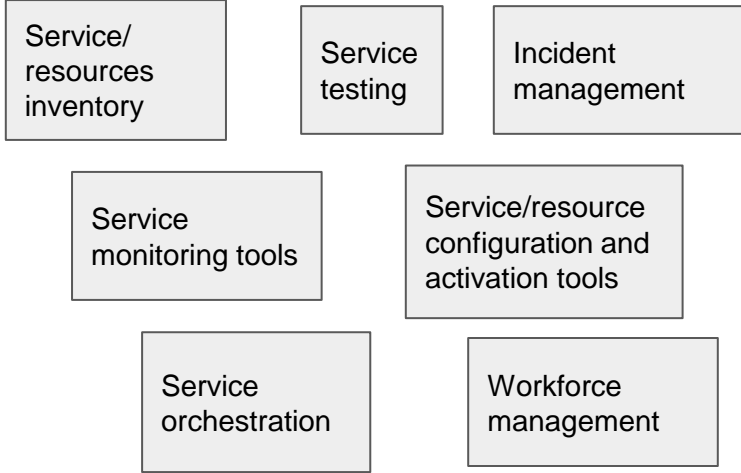
- GEANT



Production



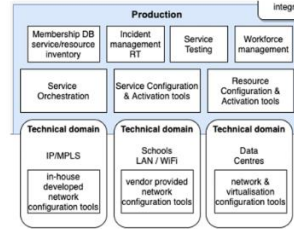
Production example boxes



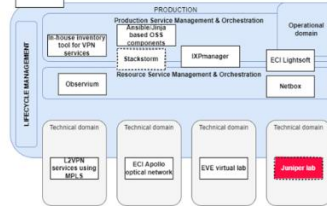
You can copy and paste boxes to your slide

Example of Production

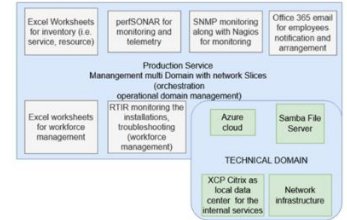
• CARNET



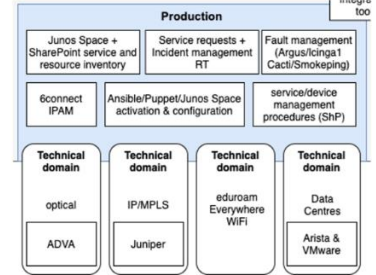
• GRNET



• CYNET

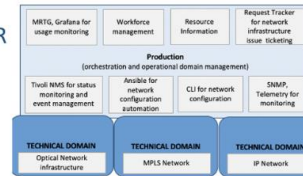


• HEAnet

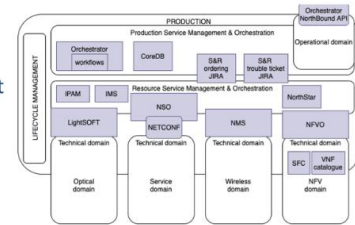


Example of Production

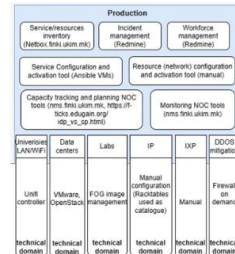
• PIONIER



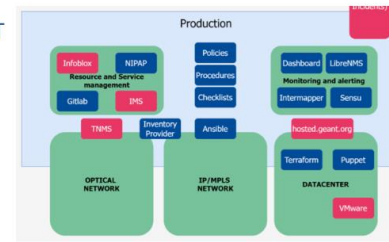
• SURFnet



• MARnet

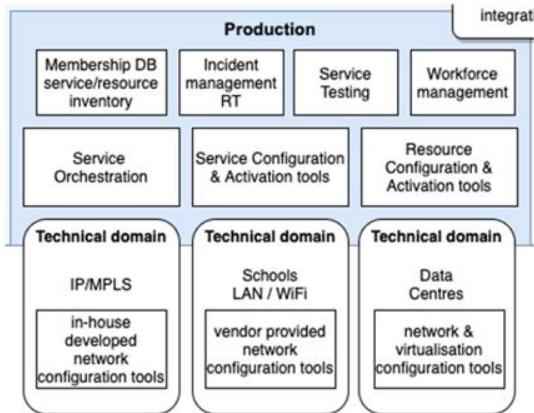


• GEANT

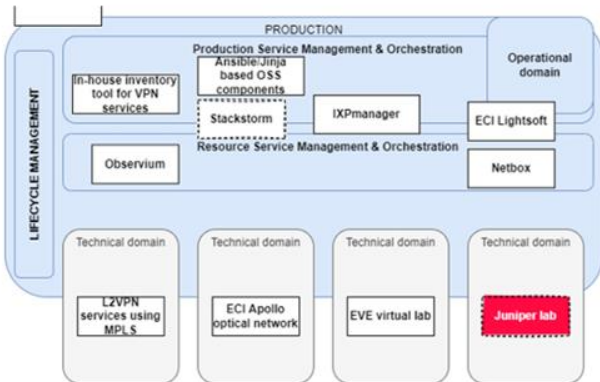


Example of Production

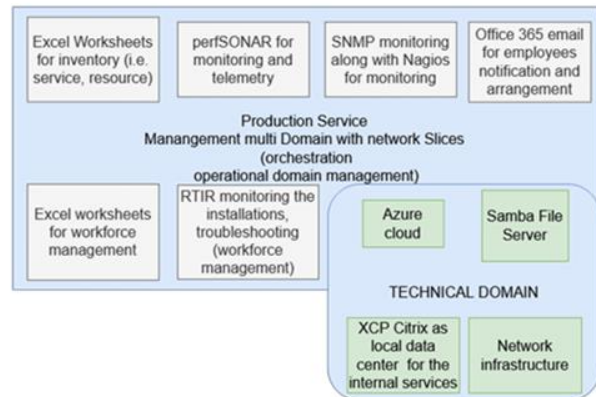
- CARNET



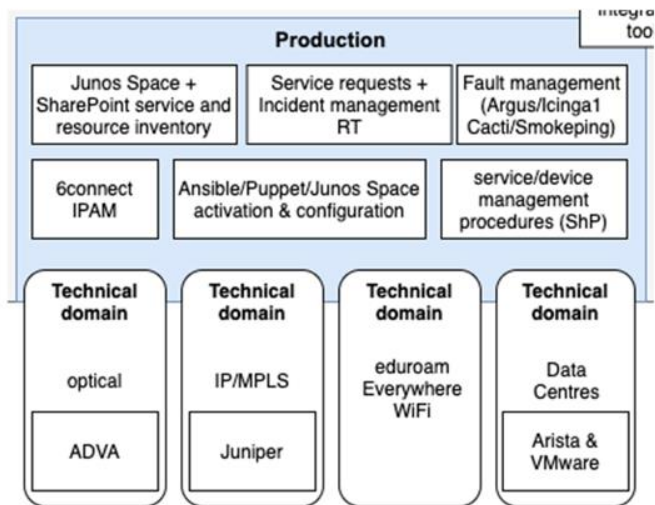
- GRNET



- CYNET

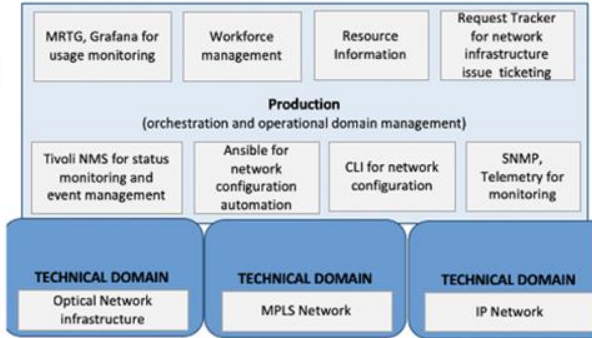


- HEAnet

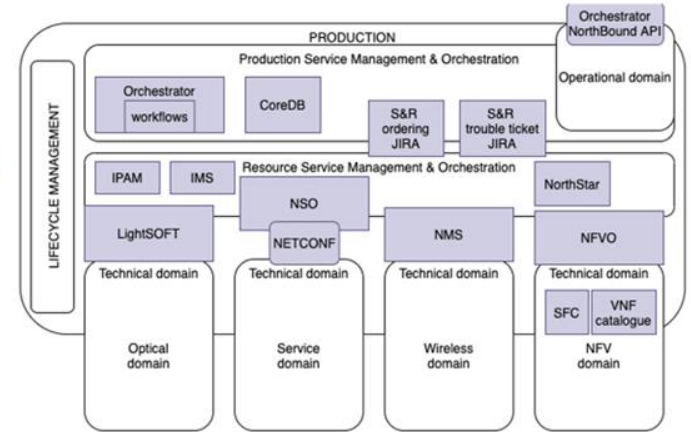


Example of Production

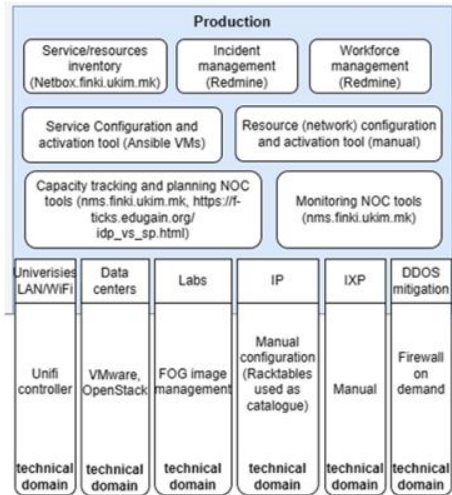
• PIONIER



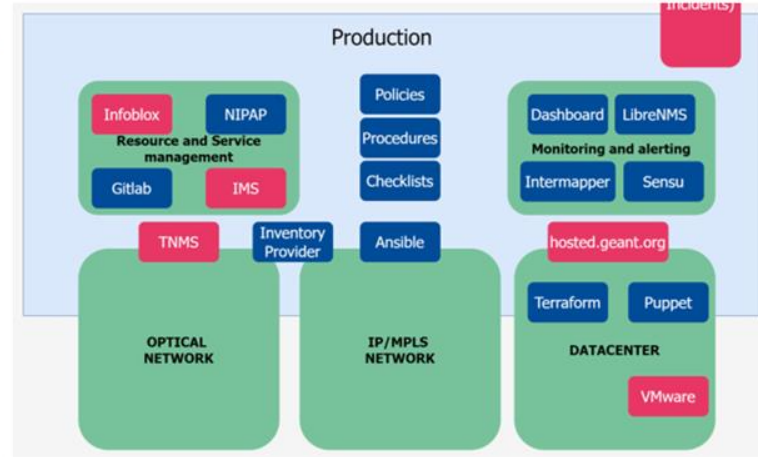
• SURFnet



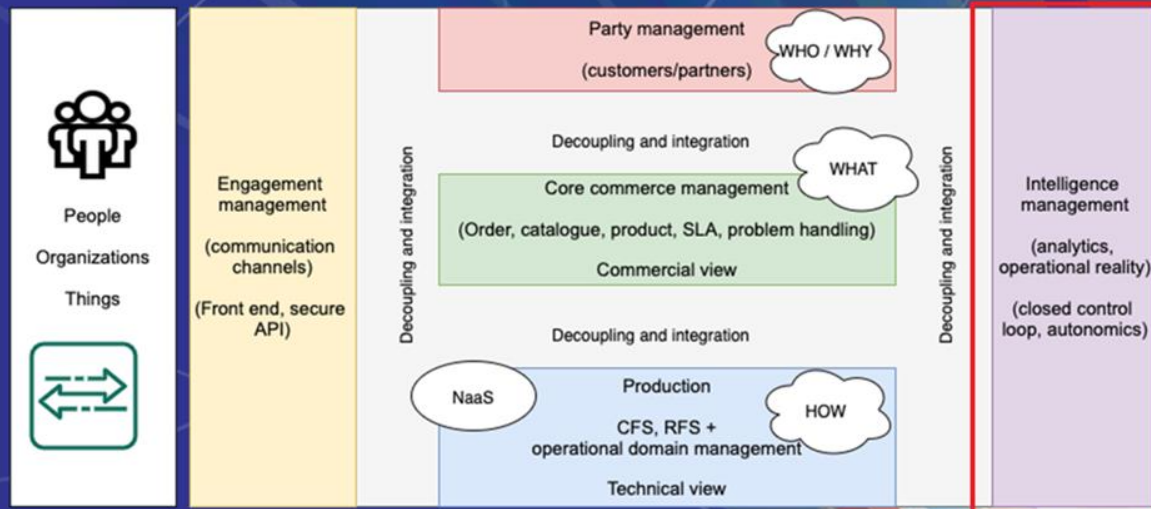
• MARnet



• GEANT



Intelligence management



Intelligence management example boxes

Performance monitoring tools

Capacity tracking and planning tool

Performance visualization tools

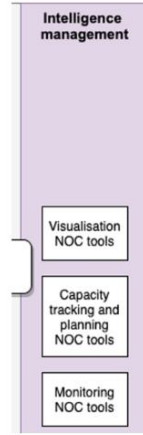
AI-based Anomaly Detection

Log analysis

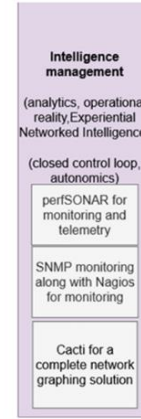


You can copy and paste boxes to your slide

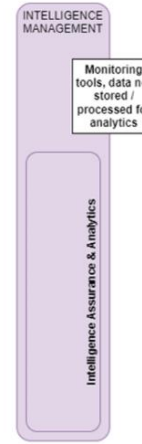
• CARNET



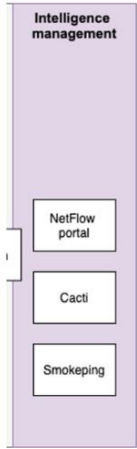
• CYNET



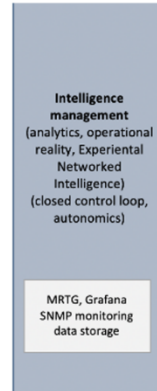
• GRNET



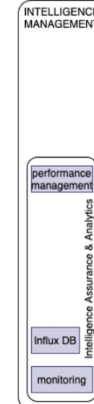
• HEAnet



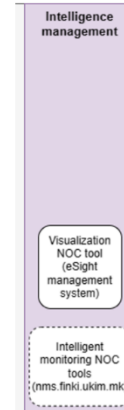
• PIONIER



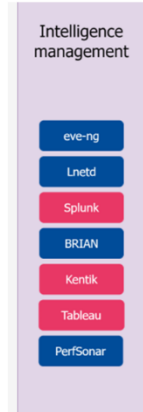
• SURFnet



• MARnet

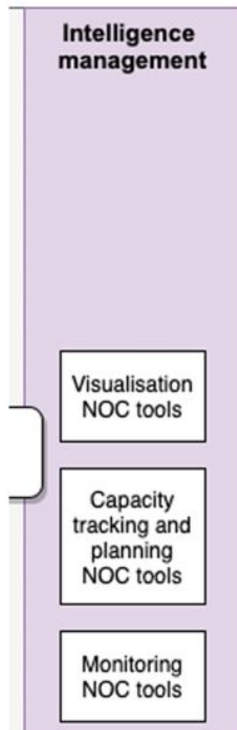


• GEANT

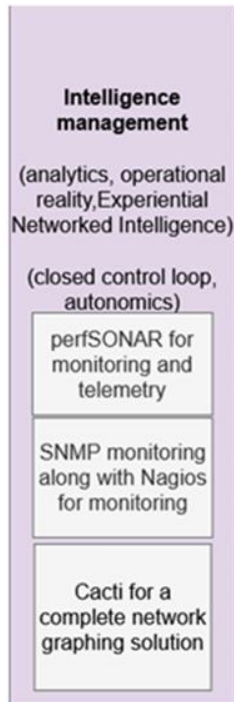


Example of Intelligence Management

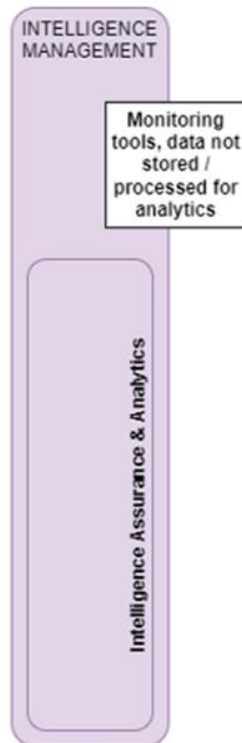
- CARNET



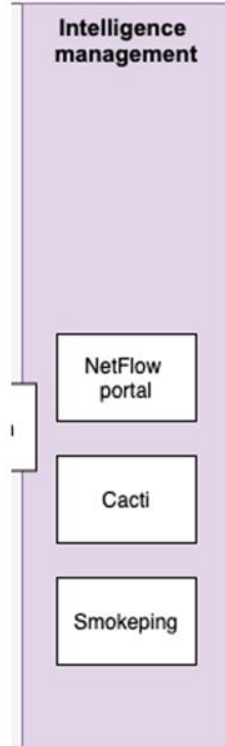
- CYNET



- GRNET

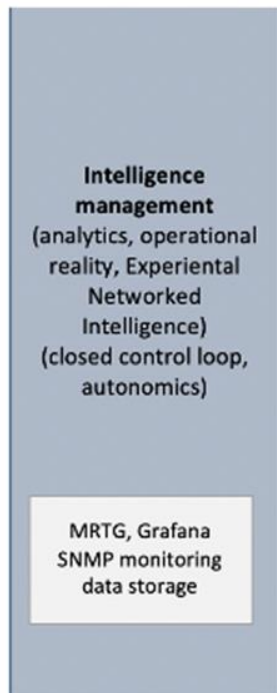


- HEAnet

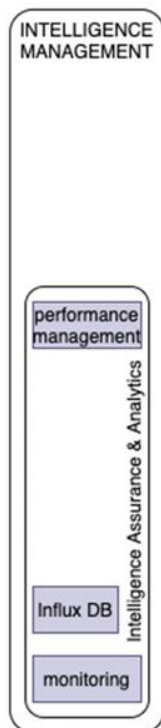


Example of Intelligence Management

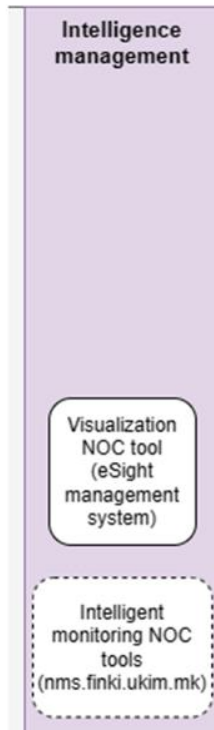
- PIONIER



- SURFnet



- MARnet



- GEANT



Full architectures mapping examples

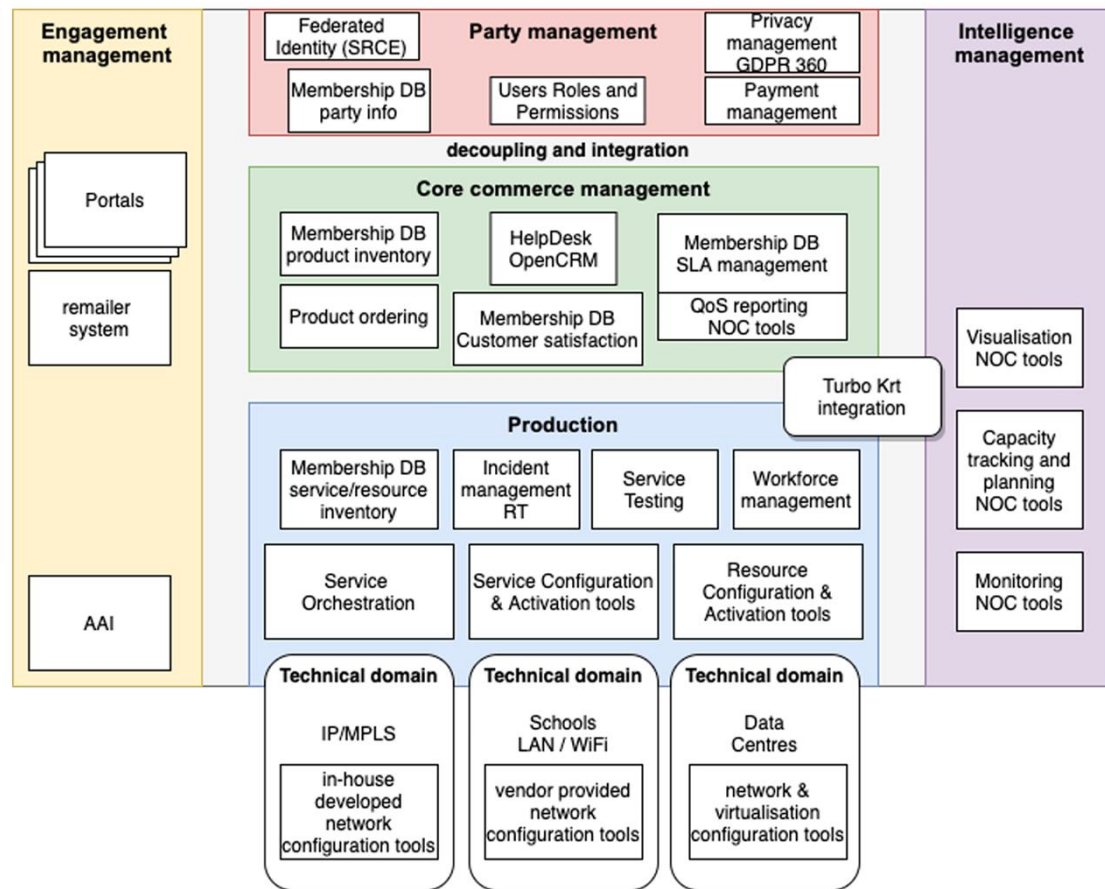
CARnet



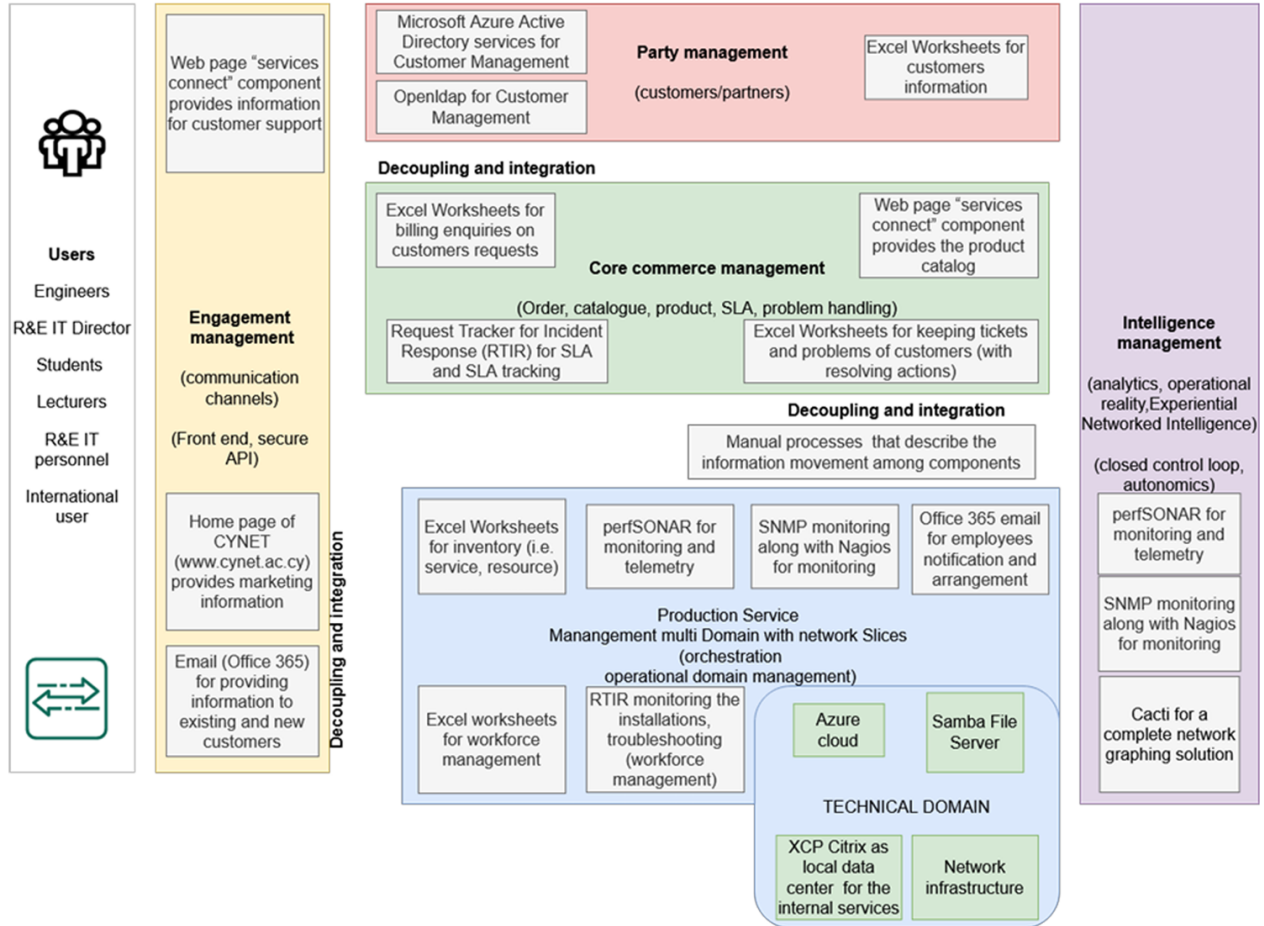
CARNET employees

CARNET users

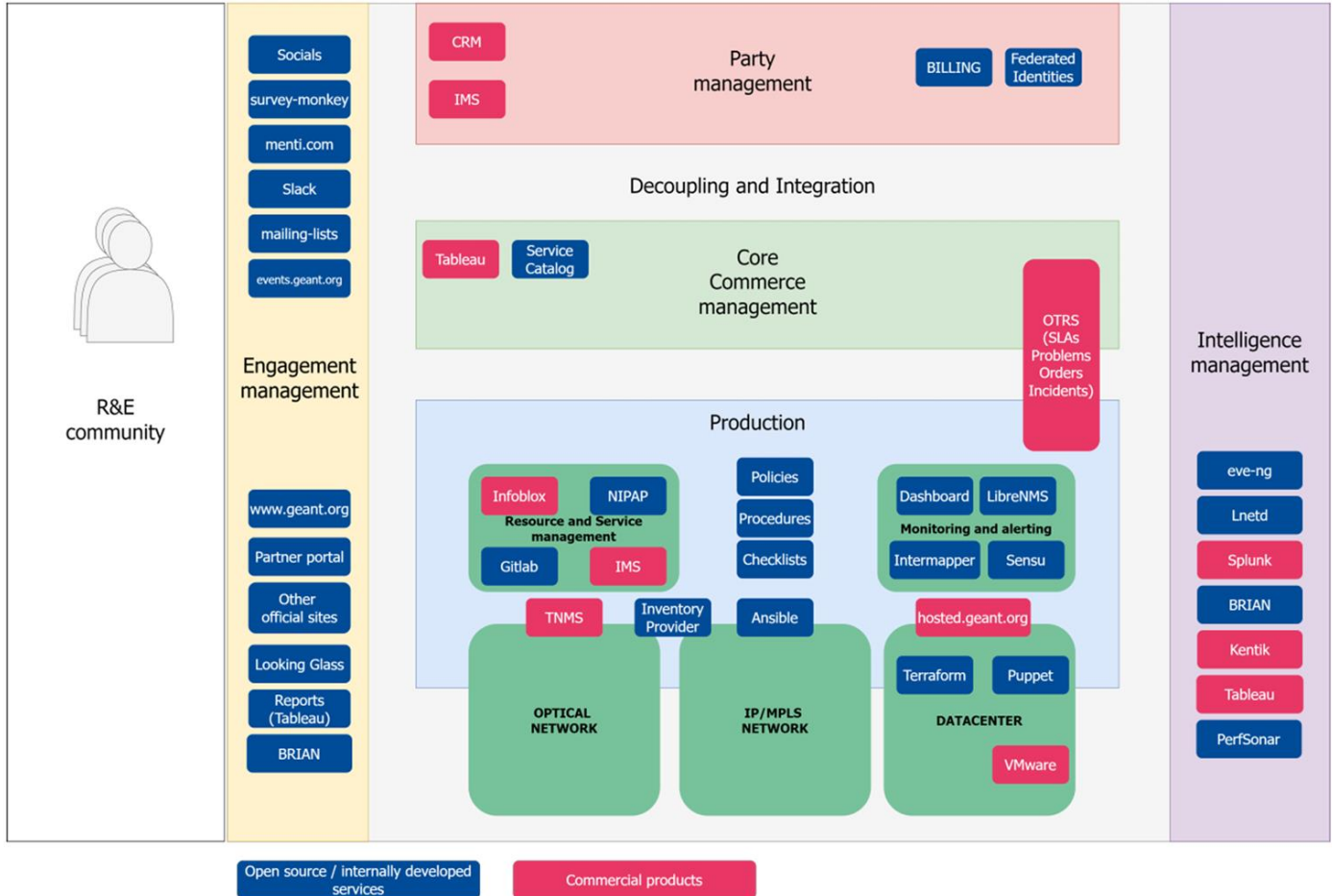
General Public



CYNET



GEANT



GRnet



Users



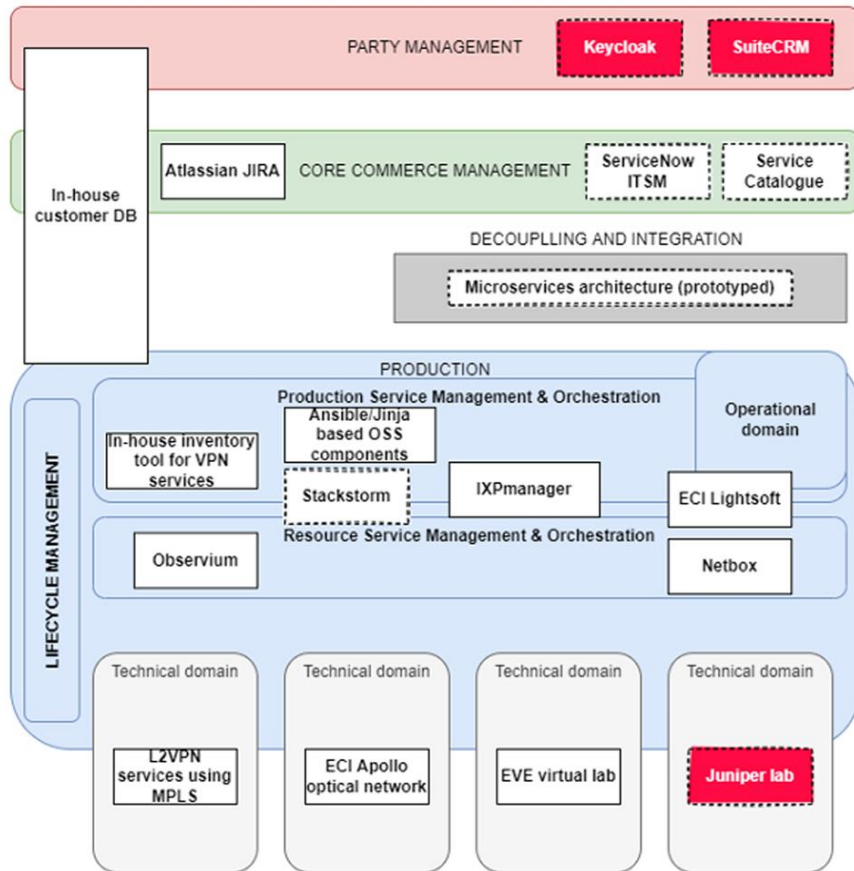
APIs

ENGAGEMENT
MANAGEMENT

GRNET
homepage

In-house built
service portals

Atlassian JIRA



INTELLIGENCE
MANAGEMENT

Monitoring
tools, data not
stored /
processed for
analytics

Intelligence Assurance & Analytics

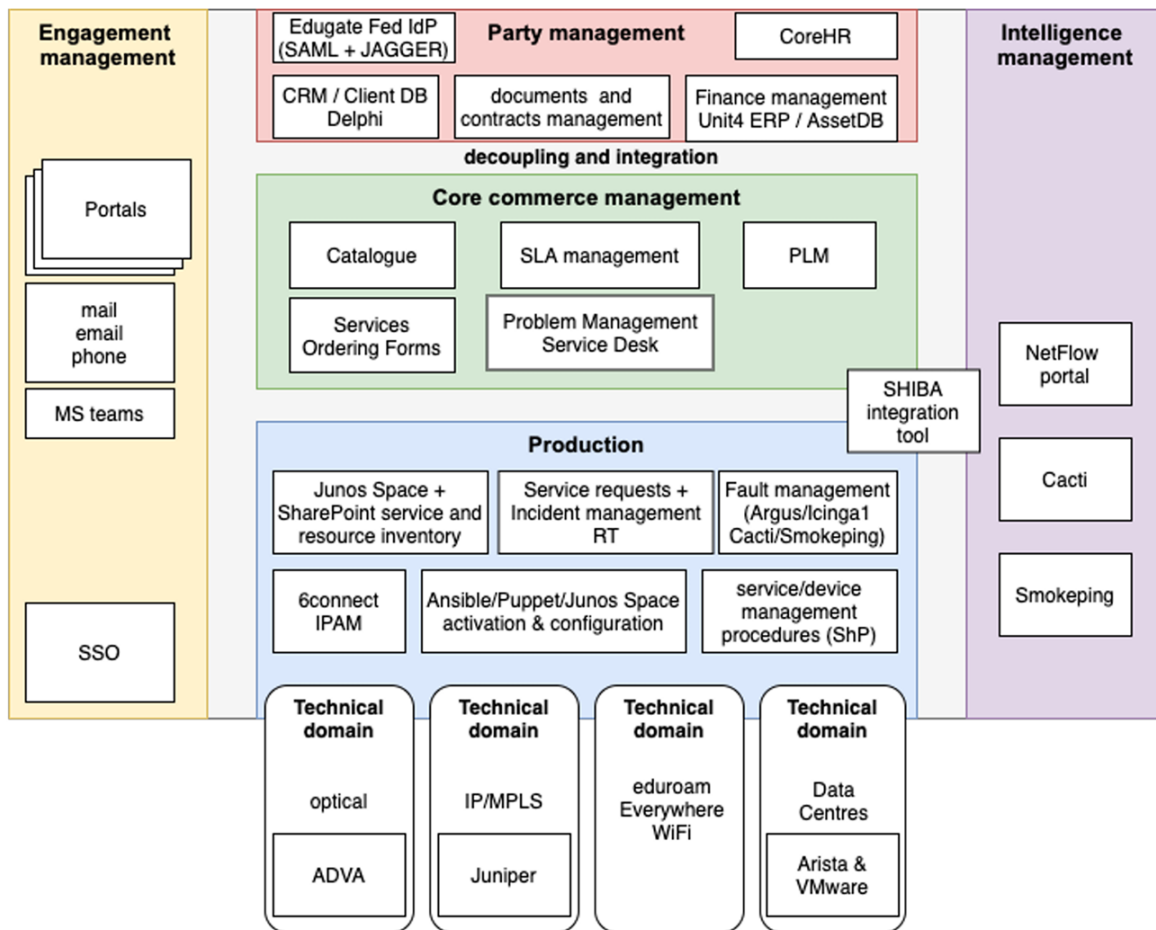
HEAnet



HEAnet clients
member
user
connected org

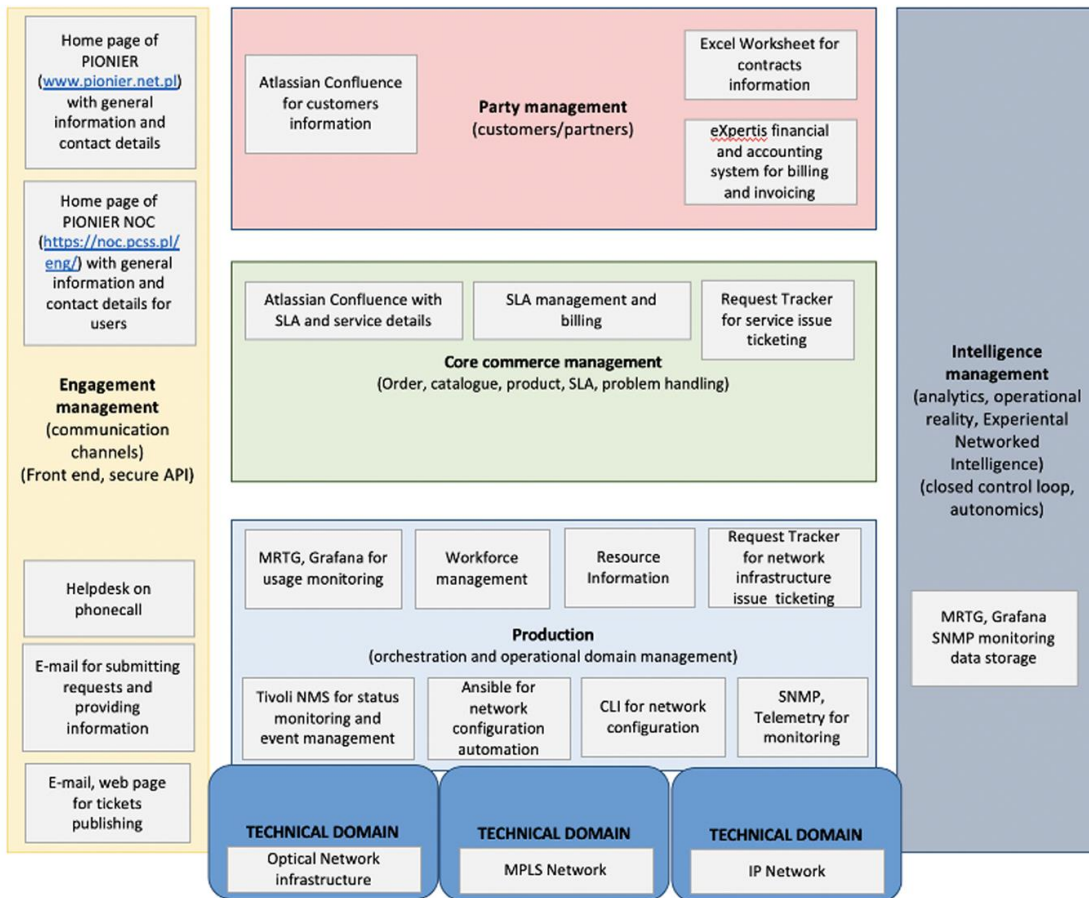
HEAnet teams

General Public



PIONIER

Users
Metropolitan
Area
Networks



SURFnet



- Users**
- Engineers
- R&E IT Director
- Students
- Lecturers
- R&E IT personnel
- Dutch researcher
- International user

