



MPLS INVENTORY MANAGEMENT FOR TECHNOLOGY ADVISORS

Managing Circuits, SLAs, and Renewals in a
Transitioning WAN

WanAware Technology Advisor Playbook Series

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Executive Summary:

When an MPLS site slows down, escalation often starts with basic detective work: confirming the correct circuit ID, SLA tier, and carrier escalation path before anyone can act.

One usable operating record for MPLS circuits, SLAs, and renewals — maintained per client.

Many Technology Advisors manage multi-carrier MPLS estates spread across regions, contracts, and hybrid WAN architectures. Circuit records, SLA tiers, and renewal terms are often scattered across carrier portals, contract files, and drifting spreadsheets.

WanAware [Asset Inventory Management \(AIM\)](#) helps Technology Advisors maintain one current record of [MPLS circuit inventory](#) and carrier contracts per client.

This is structured MPLS inventory management for Technology Advisors: circuit IDs, SLA tiers, escalation paths, renewal terms, and related hardware in one usable operating record. It shortens escalation time, improves SLA accountability, and prepares renewals earlier.

The Advisor Visibility Gap in MPLS Estates

As a Technology Advisor supporting distributed networks, you often work across:

- Multiple MPLS carriers
- Diverse router models and configurations
- Complex SLAs and class-of-service tiers
- Hybrid WAN environments mixing MPLS, DIA, and broadband

The friction typically shows up in four areas:

1) Circuit details are scattered.

Carrier portals show only their portion of the estate. Contracts live in PDFs. Spreadsheets drift.

2) Escalations start with basics.

Before opening a ticket, you must confirm circuit ID, SLA tier, and escalation path.

3) SLA accountability is difficult to track.

Latency or packet loss trends are hard to tie back to the correct circuit and SLA terms.

4) Renewals arrive without leverage.

Manual tracking delays negotiation preparation.

The Pattern Behind MPLS Friction

When circuit IDs, SLA tiers, and renewal dates live in separate places, escalation slows and leverage shrinks.

AIM Model for MPLS in 3 Steps

Step 1: Establish the Record	Step 2: Keep It Current	Step 3: Use It Monthly
<p>Build a current MPLS circuit and SLA inventory for each client:</p> <ul style="list-style-type: none"> • Circuit ID, bandwidth, A/Z locations • SLA tier and class-of-service expectations • Renewal dates and contract owner • Escalation paths and support contacts 	<p>Maintain accuracy by reconciling circuit, contract, and escalation details as environments and terms change.</p>	<p>Run structured SLA reviews and renewal readiness workflows based on one maintained record.</p>

AIM does not replace carrier portals.

It maintains a cross-carrier record so you can manage the MPLS estate as a system.

MPLS Inventory Management for Technology Advisors

Record Includes	Questions You Can Answer
<p>WanAware AIM helps you maintain a per-client record that can include:</p> <ul style="list-style-type: none"> • MPLS circuits by carrier • Circuit ID, bandwidth, and A/Z locations • SLA tier and related terms • Contract renewal dates, support contacts, and escalation paths • Edge hardware tied to each circuit (routers, switches, locations) • Logical network details when available (IP ranges, VLANs, QoS policies) 	<p>Instead of jumping between portals, you have one usable record to answer:</p> <ul style="list-style-type: none"> • Which circuit and SLA tier covers this site? • What is the correct escalation path and support contact? • What class-of-service expectations are tied to this service? • What renewal date and terms matter next quarter?

How AIM Stays Current Without Heavy Deployment

AIM is designed to maintain the record without intrusive installs or aggressive probing. It can ingest and reconcile circuit and contract data from relevant operational sources, then normalize those records into one usable inventory.

The goal is simple: keep the MPLS circuit record accurate enough to support escalation, renewal planning, and reporting—without adding deployment friction.

What This Enables for Technology Advisors

1) Faster Carrier Escalation

When a site degrades, you can quickly see:

- The MPLS circuit serving the location
- The SLA tier and support path
- The contract owner and escalation contacts
- This shortens the “figure out what we’re looking at” phase.

2) SLA Accountability and Documentation

With a [structured inventory](#), you can tie performance discussions to specific circuits and SLA terms. This helps you:

- Review chronic latency or packet loss patterns
- Document recurring SLA exceptions
- Bring clearer evidence into renewal conversations

Renewals Should Not Be Surprises

A maintained circuit record turns negotiation prep into a workflow instead of a scramble.

3) Renewal Leverage and CoS Right-Sizing

Renewals are easier when you know:

- Which circuits are underused
- Which locations need bandwidth changes
- Which class-of-service allocations no longer match usage
- Which contracts are approaching renewal

How to Package This as a Repeatable Offer

Baseline (First 30 Days): Circuit + SLA Setup

- Confirm MPLS circuit coverage by site
- Normalize circuit IDs and bandwidth tiers
- Capture SLA levels and support contacts
- Record renewal dates and contract basics
- Identify obvious cleanup items

Client Output: MPLS Inventory Baseline +

Monthly: SLA Exceptions + Escalation Readiness

- Review circuit changes or adds
- Confirm escalation paths remain accurate
- Flag SLA exceptions or recurring issues
- Publish a short monthly summary

Client Output: Monthly SLA Oversight Summary

Quarterly: Renewal Leverage and Traffic Priority Right-Sizing

- Renewal calendar review with negotiation priorities
- Traffic priority and bandwidth alignment review
- Carrier performance trends by region or site
- Identify consolidation or modernization candidates

Client Output: Quarterly MPLS Renewal & Optimization Plan

Present This as Your White Labeled Branded Portal

If you offer clients a portal as part of your advisory service, AIM can be presented as your branded operating record. This reinforces that you manage the circuit record, renewal readiness, and escalation workflows, without requiring the client to bounce between carrier portals and contract files during escalations.

Common Questions

“We already use carrier portals.”

Portals show one carrier at a time. AIM helps maintain one record across carriers so you can manage the MPLS estate as a system.

“Will this require installing agents everywhere?”

AIM is designed to be agentless and non-intrusive, reducing deployment friction.

“Is this only for pure MPLS environments?”

No. Many clients run MPLS alongside DIA or broadband. The inventory can support hybrid WAN environments.

“How do we separate client data?”

Each client maintains its own inventory record, while you retain a portfolio-level view.

Conclusion

MPLS environments are often more complex than they look. Circuits, SLAs, class-of-service expectations, and renewal terms are spread across carriers and contracts.

Structured MPLS oversight is harder to replace than reactive troubleshooting.

Technology Advisors who run structured MPLS inventory and SLA oversight can shorten escalations, prepare renewals earlier, and deliver consistent accountability. That operational role is harder to replace, supporting retention and recurring revenue.

Explore the Technology Advisor Partner Program

If you want to offer MPLS inventory and SLA oversight as a structured service, learn how AIM fits into the WanAware partner model.

[Apply to the Technology Advisor Partner Program](#)



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