**COMRAD LTD**

Build it once Build it Right

# Enterprise Services

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## Service Description

Comrad LTD provide smart solutions for companies of all sizes and pride ourselves on our unparalleled, dedicated service.  We design, build, manage strategies and solutions to help our customers solve their complex IT challenges and unlock the full potential of cloud, datacentre, and workspace technologies

Our services range from designing, optimising, and integrating core technologies, to owning enterprise IT transformation programmes.

We specialise in government and public sector clients. Currently Comrad Ltd is a Crown Commercial Services (CCS) G Cloud 13 Supplier.

*N.B We aim to return to the CCS DOS Framework ( when applications are being permitted )

## Our Specialties

- IT Strategy and Leadership
- Transformational Planning.
- Business Continuity / Disaster Recovery.
- Data Centre Design Build & Relocation Service.
- Enterprise and Cloud Networking.
- Datacentre and Campus Networking.
- Public & Private Cloud.
- Virtualization Design, Build and Operate.
- Cloud Infrastructure Architecture.
- Cloud End User Computing (EUC).
- Cloud Security.
- Programme and Project Management.
- IT Hardware Secure Migration, Transfer and Data Deletion Service.

## Technical Competencies

The following is our core skillsets in key technologies.

- VMware Cloud Foundation
- VMware NSX (T & V)
- VMware NSX Advanced Load Balancer (AVI)
- VMware NSX Advanced Threat Prevention
- VMware NSX Network Detection and Response
- VMware NSX Defender
- VMware Tanzu Kubernetes Grid
- VMware Blockchain
- VMware Service on AWS
- VMware Service on Azure
- VMware Engine on GCP
- Capacity Planner
- Compliance Checker for PCI
- Horizon View
- Horizon Workspace/Identity Manager
- App Volumes
- User Environment Manager
- Infrastructure Planner
- IT Benchmarking
- vCenter Configuration Manager
- vCenter HCX
- vCenter Operations Management
- vCenter Orchestrator
- vCenter Server
- vRealize Log Insight
- Site Recovery Manager
- vSphere  - Design
- vSphere  - Install & Configure
- vSphere Data Protection
- vSphere Storage Appliance
- VMware vSAN

- Microsoft Active Directory
- Microsoft Windows Server & Core Infrastructure
- Active Directory Design & Troubleshooting
- App-V
- Core Optimization Assessment Tool
- Hyper-V
- Microsoft Assessment & Planning Toolkit
- Microsoft Remote Desktop Services
- PowerShell
- SQL
- System Center Configuration Manager
- System Center Data Protection Manager
- System Center Operations Manager
- Windows Desktop Deployment & Optimisation
- Windows Server OS and Core Features
- Microsoft Azure Native
- Microsoft Office 365

- Cisco Digital Network Architecture (Cisco DNA)
- Cisco DNA
- Cisco Meraki
- SecureX platform
- Secure Firewall
- Firewall Threat Defense OS, Cisco ASA
- Cisco Firepower Next-Generation Firewall (NGFW)
- Cisco Identity Services Engine (ISE)
- Secure Endpoint
- Cisco Any Connect
- Cisco Stealthwatch
- Secure Email
- Secure Access by Duo
- Umbrella
- Cisco ACI for Data Center
- LAN compact
- LAN core and distribution
- IP NGN (Next Generation Networks)
- Datacentre Advanced Design Services

## CITRIX®

- Citrix XenDesktop.
- Citirx XenServer
- Citrix Netscaler
- Citrix Content Collaboration
- Citrix Virtual Apps and Desktops 7
- Citrix ADC
- Citrix Endpoint Management
- Citrix Workspace
- Citrix Application Delivery Management

## Cloud Service Offering

We also specialise in the evolving multi-cloud world and have close working relationships with Google, Microsoft, Amazon, and VMware.

We also hold expert skills with the following vendors and products.

## Service Hours

**Consultation, Advice and Guidance**: 08:00-17:00, Monday to Friday, excluding bank holidays and other national holiday closure periods.
**Support and Ticketing Requests**: 24 hours a day, seven days a week.
**Support and Ticketing Responses**: 08:00-17:00, Monday to Friday, excluding bank holidays and other national holiday closure periods. * This can be extended upon customer request and does not affect Priority 1 incident support needs *
Priority 1 ;  1 - 4 hours
Priority 2 ;  1 – 8 hours
Priority 3 ;  1 – 24 hours
Priority 4 ;   2 days

**Support and Ticketing Maintenance**: maintenance times will be publicised in advance if there will be a disruption to the support service.

## Level of Service

Target for successful SLA: 99.99%. (based on Support and Ticket Response period)
All requests relating to service support will be reported on and provided back in monthly and quarterly reviews. These will be performed outside of program and project meetings.

## Support and Documentation

All support contacts can be made via : support@comrad-ltd.co.uk

All documentation requests for service can be made via service@comrad-ltd.co.uk

## Support and Service Manager

Service and Support Manager: Cairbre Smith
All support and service escalations can be made via: cairbre.smith@comrad-ltd.co.uk

## Support and Service item Costs

Dedicated CDE (Cloud Design Engineer)        - 450 half day, 850 per day
Dedicated CSE (Cloud Support Engineer)       - 375 half day, 750 per day
Dedicated PAM (Project Account Manager)      - 850 per day
Dedicated TAM (Technical Account Manager)    - 850 per day
Monthly Service / Project Reports            - included - service cost
Monthly Service / Project Review Meeting     - included service cost
Quarterly Account Review Meeting             - included service cost