

# Managed Networks

## *Service Definition*

G-Cloud 14



# Service *Description*



## Summary

Vizst Technology's Network Solutions provide proactive network services across switches, wireless and fabric.

Our customer focused design, delivery and support together with practical technology expertise will help elevate your organisation.

As a trusted a partner, our collaborative and open working ensures our team becomes an extension of your team.

Our solutions are from leading global vendors including Extreme Networks and HP Aruba.

## Features

- Network health check
- Available as Private, Public and Hybrid Cloud
- Proactive monitoring and preventative maintenance of your solution
- Regular configuration and system backups
- Cloud native enterprise wireless LAN
- Expert and vendor accredited engineers (we are an Extreme Black Diamond Partner)
- In house support from Tier 1-3 engineers (we also offer Extreme PartnerWorks)
- Hardware swap out available next business day
- Realtime dashboard, AI insights and service reports

## Benefits

- 24x7x365 Management and Monitoring
- Industry leading RTOs / reduced recovery time
- Single pane of glass management with centralised network visibility
- Simplified fabric networking
- Regular patching to keep your solution secure and up to date
- Data protection across all your platforms
- Smarter use of resources
- Detailed reporting

# Why *Vizst*



ISO 27001, ISO 9001,  
ISO 14001 & Cyber  
Essential Plus



ITIL 4 Aligned UK  
Based Service Desk



Supplier to NHS, Higher  
Education, Local & Central  
Government



Partnerships with  
Leading Vendors



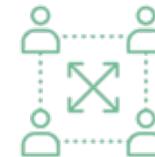
Flexible Delivery and  
Support Models to Meet  
Your Needs



Comprehensive Business  
Continuity Plans and  
Procedures



Vendor Certified Tier 1- 3  
Engineers



Collaborative Working and  
Open Communication  
Channels from Service  
Desk to CEO

# Onboarding *Support*



PRINCE2 accredited Project Managers

Open and regular communication

Single point of contact for delivery

Standard project methodology

Sector experience e.g. term time, clearing, NHS emergencies

Experienced in Public Sector deployments

Successful delivery within NHS, Higher Education, Local and Central Government

# After Sales *Support*



Named Account Manager

Named Service Delivery  
Manager

Vendor Certified Tier 1-3  
Support Engineers



UK Service Desk.

Remote and onsite support  
available.

Packages from Break/Fix to 24/7  
Fully Managed Service



Real-time Ticket Tracking

Scheduled Service Reports

Regular Service Reviews

Proactive Monitoring

Preventative Maintenance

# Vizst *Service Options*



## Vizst *Aware*

Business Hours Mon-Fri

Break Fix Device Support

Yes

## Vizst *Core*

Business Hours Mon-Fri

24x7

Yes

MOST POPULAR

## Vizst *Apply*

Business Hours Mon-Sun

24x7 with enhanced monitoring

Yes

CORE SUPPORT HOURS

LEVEL OF SUPPORT

OUT OF HOURS SUPPORT

Standard Response Times from 30mins (P1) to 4 hours (P4). Bespoke SLAs available.

# Offboarding & *Exit*



Access to relevant data/information

Appropriate access for a new provider

Novation of any outstanding agreements



Defined exit process including exit period and documented exit plan



Retention and secure destruction of personal/confidential data in line with GDPR and Data Retention policies.

# *A fresh approach* to IT Services

Vizst Technology are a privately owned, UK-based technology partner, supporting SMEs, enterprises and public sector organisations with technologies and strategies to enable and improve business performance.

From networking and cyber security to audio visual and meeting room solutions, we provide full-service, innovative IT strategies that simplify complexity and reduce stress for our customers.

We look to challenge the IT industry with our Trusted Partnership approach to relationships, delivering strategy, vision and accountability aligned to our client's vision and plans.

Jisc



HM Government  
**G-Cloud**  
Supplier



# Don't just take *our word* for it



Extreme Networks  
Largest Revenue  
Growth Partner 2023

**Gigamon<sup>®</sup>**  
GIGAMON CATALYST  
PARTNER PROGRAMME AWARD  
Marketing Partner of the Year  
2023



**Gigamon<sup>®</sup>**  
GIGAMON CATALYST  
PARTNER PROGRAMME AWARD  
Cloud Partner of the Year  
2023

# Your *trusted* technology partner

To find out how you can benefit from our Managed Networks service, please email [sales@vizst.com](mailto:sales@vizst.com) or call us on 03333 442204

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