

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



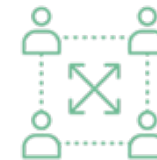
Flexible Delivery and
Support Models to Meet
Your Needs



Comprehensive Business
Continuity Plans and
Procedures

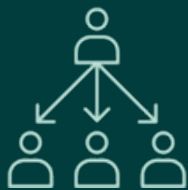


Vendor Certified Tier 1- 3
Engineers



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 <i>Aware</i>	Vizst <i>Core</i>	Vizst <i>Apply</i>
CORE SUPPORT HOURS	Business Hours Mon-Fri	Business Hours Mon-Fri	Business Hours Mon-Sun
LEVEL OF SUPPORT	Break Fix Device Support	24x7	24x7 with enhanced monitoring
OUT OF HOURS SUPPORT	Yes	Yes	Yes
		MOST POPULAR	

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®
GIGAMON CATALYST
PARTNER PROGRAMME AWARD
Marketing Partner of the Year
2023



Gigamon®
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 or call us on 03333 442204

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