



Managed
Internet of Things



Managed
Collaboration



Managed
Endpoint



Managed
DC & Cloud



Managed
Security



Managed
Network

Brochure

FusionCare[®] Managed Internet of Things (IoT)

One seamless solution combining hardware, software, and
trusted expertise - supporting your business outcomes.



Forfusion FusionCare Managed IoT:

Trusted expert management for your complex, evolving IoT infrastructure.

FusionCare Managed IoT service offers a game-changing solution for businesses seeking to harness the power of the Internet of Things (IoT) without the headache of complex deployment and maintenance. By entrusting the management of your IoT ecosystem to Forfusion, your organisations can streamline operations, boost efficiency, and maximise productivity.

With comprehensive monitoring, proactive maintenance, and expert support, a managed IoT infrastructure empowers your business to focus on core competencies while unlocking the full potential of a connected world. Say goodbye to the burdens of managing a sprawling IoT network and security technologies and embrace the transformative benefits of a fully managed solution.

Common challenges

Interoperability

Lack of standardised protocols and compatibility issues between different IoT devices and systems can hinder seamless communication and data exchange.

Industry knowledge transition

Fewer experts are available, while organisations try to do more with less. Finding and retaining skilled professionals with expertise in IoT technologies, including device management, data analytics, and cybersecurity, is a priority for business leadership.

Security risk

IoT devices are susceptible to security attacks, exposing sensitive data and potentially compromising the entire network. Compliance with data protection and privacy regulations, such as GDPR and CCPA, adds complexity to IoT implementations, requiring your business to ensure proper data handling and user consent mechanisms.

Operational efficiency

Network infrastructure across IT and OT environments is experiencing pressure from increasing volumes of data, increasing the number of devices connected, delivering higher standards of security, and making the data available for business purposes.

Cost control and predictability

Your organisation increasingly relies on network and security infrastructure to cover carpeted and non-carpeted environments and maximise asset utilisation. CFO's will require visibility of the value obtained in return for the investment.



67%

saving in network provisioning times¹

80%

reduction in time for issues detection and resolution¹

Business outcomes of FusionCare Managed IoT

Our IT professionals will help keep your IoT network and security optimised and operating smoothly, ensuring connectivity for all users, applications, and devices from anywhere, every time.

Exceptional customer experience

Our team of experts are trained, and our managed services are created to meet and exceed your expectations and guarantee your organisation keeps going by aligning service levels to your business KPIs.

Maximise efficiency and productivity

Leveraging the power of standardisation and integration across multiple IoT technologies following the processes to improve operational efficiency, increase your team productivity and minimise risk by using expert hands.

Compliance and regulation

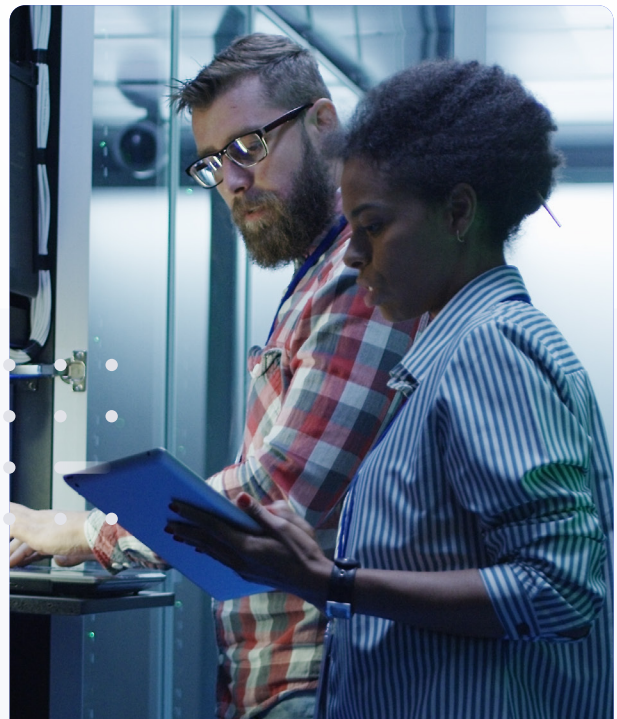
Our services and solutions implement cyber security frameworks like ISO 27001 and Cyber Essentials to guarantee alignment to your industry's needs and to improve your experience working with us. We also remove the burden of infrastructure software patching and vulnerability management.

Helping with your sustainability plans

As your partner, we align our organisation initiatives and services to your Environmental Sustainability Governance policies. Our services contribute to controlling your carbon footprint in line with the United Nation's 2030 Sustainable Development Goals.

Financial control

As organisations transition from CAPEX to OPEX, we offer commercial flexibility to facilitate cost management and predictability while maximising the value delivered through our services consolidation, economy of scale, consistency in delivery and team stability.



¹Source: Internal Cisco TCO analysis with larger enterprise customer



Network device onboarding

- Discovery, onboarding, and provisioning devices
- Managing network inventory and topology
- Applying configuration templates and network MACD



Software image management (SWIM)

- Upgrading and patching network and security devices software images
- Identifying security vulnerabilities



Network assurance and visibility

- Monitoring health scores (network, app, client, etc.)
- Troubleshooting and guided remediation
- Visibility of devices connected



Segmentation and compliance

- Configuring segmentation and classification for IoT devices
- Full alignment to most used cybersecurity frameworks to protect sensible data



Network policy

- Configuring security policies and maintaining compliance
- Host onboarding and enforcing end-point authentication policies



Visibility and reporting

- Industrial network asset identification in constant real time and correlation of detected threats and known vulnerabilities
- Facilitate bespoke reports for audit and asset management purposes



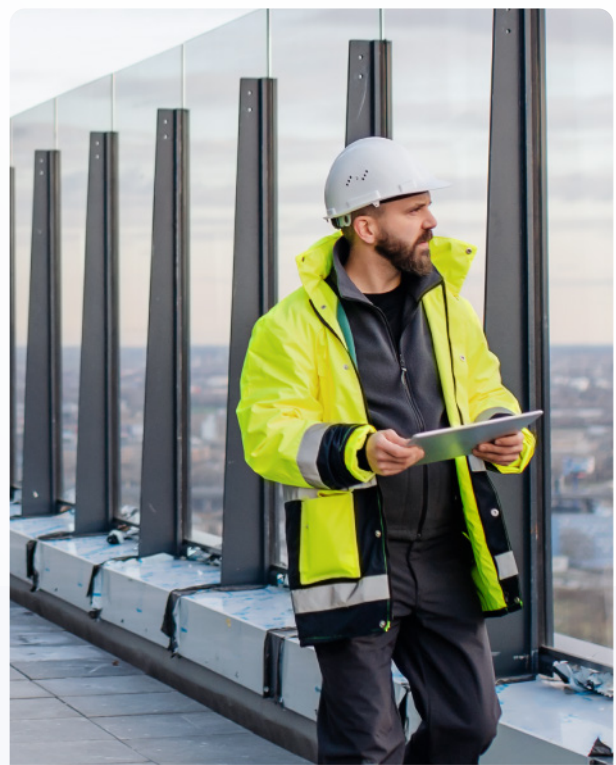
Remote Infrastructure management

- Reduce risk of deviation on configuration standardisation
- Proactive real-time infrastructure updates



Business continuity

- Supporting infrastructure underpinning Digital Twins
- Ensure secure connectivity for transporting data to corresponding storage platforms
- Operate cloud infrastructure supporting data analytics platforms (i.e. predictive maintenance)



What is FusionCare Managed IoT?

Our services can be customised and consumed according to your strategic objectives. Our comprehensive offering spans multiple siloed or fully integrated technology pillars, leveraging our experts, and serving as an extension to your team 24x7x365.

See how hardware, software, and proactive support all come together in one, seamless solution

FusionCare Managed Services



Technologies

Our FusionCare services cover multiple technologies underpinning your digital strategy and enabling transformation



Expertise

Augmenting your IT staff capacity, providing governance and expertise in delivering and operating your networks



Consumption

We offer the flexibility and the agility you demand to access technology and cope with your business needs

Managed IoT Infrastructure

- Industrial switches
- Industrial Wireless
- Industrial Routers

Customer Service Portal

- Asset inventory
- Incident/Request management
- Discovery and audit tool

Managed IoT Security

- Industrial Security
- Threat visibility
- Segmentation and profiling

Service Desk

- 24x7x365 Support and Monitoring
- ITIL framework implemented
- Technical expertise underpinned by experience and vendor accreditations

Managed IoT Cloud

- Edge Computing
- Data Management
- Cloud Infrastructure

Transition Services

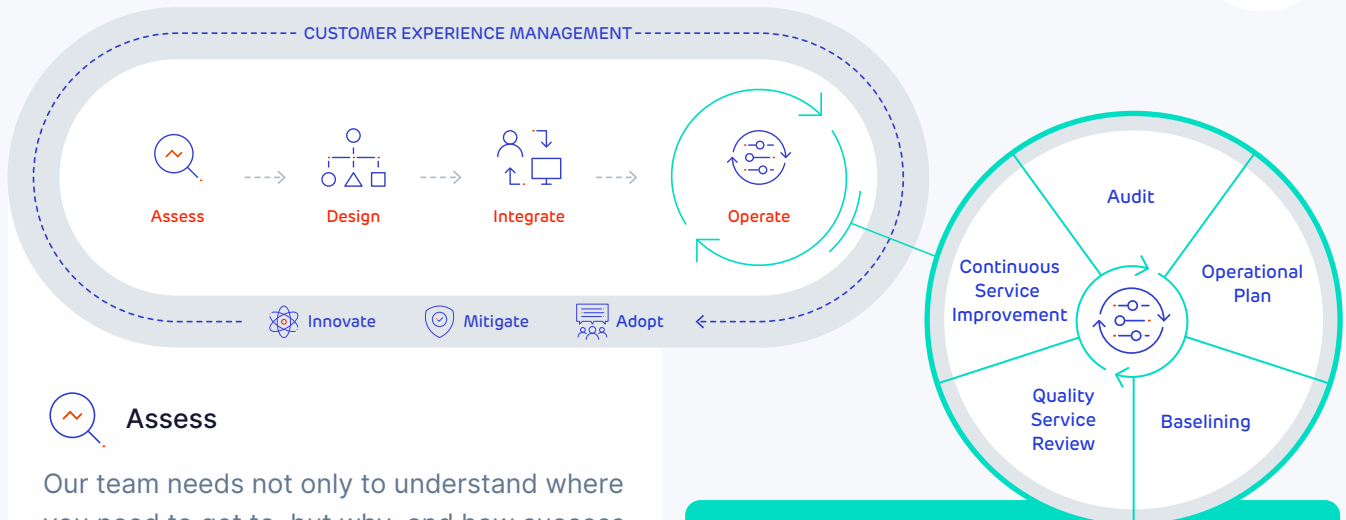
- Initial multivendor support
- Technology roadmap definition
- Optimisation of operations and cost of network solutions by vendor consolidation

Service Delivery Management

- Dedicated SDM to guarantee constant communication
- Maintaining high performance levels for service-related processes
- Recommending methods of improvement and seeing that actions are implemented on time for service delivery upgrades

Customer Experience

- Lifecycle Management of your infrastructure
- Assess technology transitions from different vendors
- Provide recommendations to minimise risk and provide financial predictability



Assess

Our team needs not only to understand where you need to get to, but why, and how success will be determined.



Design

Our consultants design solutions to address the ever-changing needs of your business, by combining market-leading technologies with extensive expertise.



Integrate

We provide the expert assistance you need to develop implementation plans that validate, migrate and integrate new technologies.



Operate

Optimising the stability and availability of your mission-critical applications and infrastructure, whether cloud-hosted or on-premise, 24x7x365.



Customer Experience

We guide you on your journey making the adoption of technology as pain free as possible, using predefined outcomes set during onboarding to measure the successful adoption of the product or service. Our trained Customer Success Managers (CSM's) are key to delivering on this end-to-end lifecycle experience, making the journey both engaging and rewarding.



How we operate

01 Audit

- Discover assets and create inventory
- Qualify minimum requirements for onboarding the devices

02 Operational Plan

- Define monitoring parameters relevant to the service
- Match service requirements to SLA contracted

03 Demand Management - Baselining

- Establish the business-as-usual (BAU) operations
- Incident and MACD management

04 Quality Service review

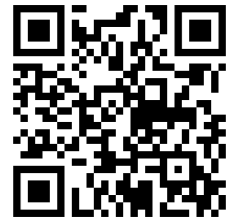
- Reporting and planning
- Executing communication plan agreed with your organisation
- Identify projects and actions outside BAU

05 Continuous Service Improvement

- Identify service improvements bespoke to your own needs
- Agree on service roadmap

Next steps

- Reach out to our team to learn more about the value of our solution and services.
- Dive deeper into what's possible by visiting www.forfusion.com/services/fusioncare
- Download our Managed Services Guide and uncover how to best evaluate and decide your IT operations strategy.



Scan me

Why Forfusion?

Trusted by complex enterprises across the globe to manage and deliver intelligent, mission-critical technology services.

We don't claim to do everything; however, where we proclaim expertise, we deliver impeccably and with incredible people. We have proven time and again why customers are choosing us to displace global and often cumbersome incumbent suppliers, due to our meticulous approach to planning, technical expertise, and our tried and tested process driven ADIOlogy Method to guarantee delivery.

Trusted by multiple sectors

We have a proven track record designing, transitioning, supporting and optimising networks that run mission-critical and lifesaving services for NHS trusts and civil service, as well as high profile finance and retail sector businesses.

Proven Track Record

We have significant demonstrable experience displacing global systems integrators and helping customers baseline and stabilise their networks so they can take managed services in-house, or outsource, either in part or in full to Forfusion.

Trusted by Cisco

We are one of the largest single resource suppliers to Cisco's CX organisation (formerly Advanced Services) providing security cleared managed services teams across the UK. Our customers can take comfort knowing that Cisco trust us to deliver.

ADIOlogy Method

We developed our own proven framework to assess, design, integrate, and operate solutions, guaranteeing repeatable success, whilst finding balance between risk and innovation to achieve ROI and strategic business outcomes.

Vendor Accreditations

We have more Cisco accredited engineers and consultants than any other partner headquartered in the north of England, with Cisco Certified Internetworking Experts (CCIE's) spanning every technology pillar.




CISCO
Partner
Gold Integrator

Transforming business, together.

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