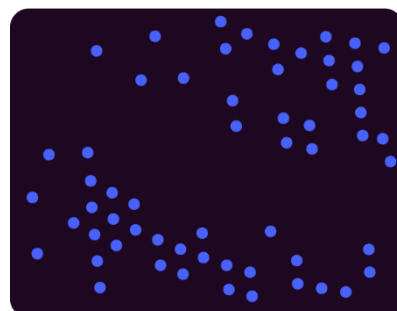
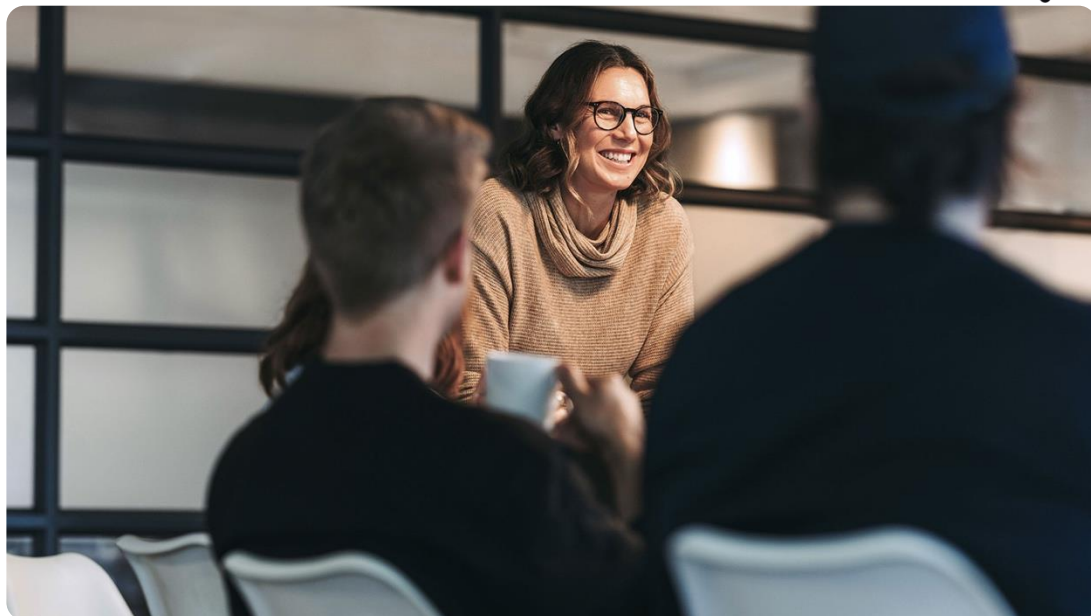


Service definition

Cisco Enterprise Networking, DNA & Enterprise Agreements by Conscia UK



Conscia
Secure progress



What is the service?

Cisco Enterprise Networking, DNA & Enterprise Agreements service from Conscia UK, delivering Cloud-controlled wired and wireless networking, SD-WAN, network security, and endpoint management. All of which can be fully managed by Conscia using our Integral service (pertaining to Cisco hardware such as Access Points, Cisco Catalyst Server, Cisco Wireless Controllers).

Cisco Catalyst Center can be deployed in cloud services (e.g. AWS/Azure), which provides a management and control plane to many Cisco hardware services, such as Catalyst switches and Access Points, and Identity Services Engine (ISE).

Smart campus can be delivered through Cisco Spaces as a key component, tying in hardware such as Cisco Catalyst/Meraki switches and Access Points, through to Webex devices and sensors from companies such as Kontakt.io, ISTL and EnOcean.

Enterprise Agreement 3.0 is a key service offering that provides software/licensing and services for many Cisco technologies, such as LAN/WLAN/Security/Smart campus. The licence consumption is provided through EA Workspace, which is a cloud-based service, providing reporting and operational views.

Conscia UK is a reseller and offers extra features and support not available from the original supplier (Cisco).

Features

- SD-WAN with seamless connectivity across all branches, locations, and data centres
- Integrated cloud security with Cisco Umbrella and Secure Firewall
- SMART Campus through Cisco Spaces with location analytics and IoT services
- Identity Services Engine (ISE) for user, data, and application policy enforcement
- AI-enhanced threat defence powered by Cisco Talos intelligence
- Zero Trust Network Access with continuous verification
- Multi-factor authentication and user identity verification
- Device posture assessment establishing trust before granting access to authorised applications
- Catalyst Centre for network automation, assurance, and analytics
- AI/ML-driven network insights and predictive issue resolution
- Open APIs for automation and third-party integration
- Cisco Enterprise Agreement (EA) 3.0 with flexible consumption model
- Consolidated support under a single enterprise-wide contract.

Benefits

- Reduce operational costs and complexity through network automation and unified management

- Accelerate application performance with centralised orchestration and real-time optimisation across multi-cloud environments
- Enable seamless user experience with consistent access policies across wired, wireless, and VPN
- Secure remote and mobile workforce with integrated SASE and Zero Trust architecture
- Enforce granular access control based on user identity, device posture, and application requirements
- Strengthen security posture by applying consistent policies across the entire network fabric
- Increase network reliability and security effectiveness with AI-driven insights and automated remediation
- Improve IT team productivity with centralised management reducing time spent on routine tasks by up to 80%
- Simplify budgeting and procurement with predictable EA 3.0 licensing and single support contract
- Future-proof infrastructure with automatic software updates and access to latest features.

Service and support

All cloud software and services include **base vendor support** as standard, delivered directly by the vendor in accordance with their published service descriptions and terms and conditions.

Conscia UK offers **Managed Support** and **Managed Services** (Gold, Silver and Bronze tiers) as value-added services, providing an additional layer of expertise and service acceleration beyond base vendor support.

Managed Support is delivered by specialist engineers with deep expertise across Cisco, Meraki, Palo Alto and Microsoft Identity technologies. This service accelerates incident resolution and removes operational burden from Customer teams by having Conscia UK take ownership of vendor escalations and technical troubleshooting on the Customer's behalf.

Our service desk operates **24x7x365**, with response times tailored to incident priority – including response within 15 minutes for critical incidents under our highest service tiers.

Managed Services provide ongoing proactive monitoring, management and optimisation of Customer environments, with service levels differentiated across Gold, Silver and Bronze tiers to match Customer requirements and risk profiles.

Technical requirements

Supported browsers

- Internet Explorer 11
- Microsoft Edge
- Firefox
- Chrome
- Safari

Compatible operating systems

- Android
- iOS
- Linux or Unix
- macOS
- Windows

Onboarding and offboarding

Each client is assigned a project team, co-ordinated by a project manager and including a primary solution architect. This team will take on the responsibility for setting up and configuring the solution. Each solution will be tailored to the clients' requirements, and a descriptive statement of works will be provided. Admin training will be provided as part of this work. End user training is optional. For those who require it, Conscia UK can offer additional documentation that identifies the key outcomes the solution needs to deliver. This document will be used as a reference to measure success over the solutions lifecycle

Regular service reviews are scheduled to assess performance, with comprehensive reports provided through your dedicated client portal.

Contracts will automatically renew for successive 12-month periods unless either party provides 90 days' notice to terminate. It is the responsibility of either party to provide written notice if they wish to terminate at the end of the minimum period of service or current renewal period. The Conscia UK account team will initiate the renewal process 90 days prior to the contracted end date, providing renewal documentation and updated terms for review. Upon receiving notice of termination, we work collaboratively with you to develop an exit plan, including knowledge transfer, documentation handover, systematic removal of our access, and return of any Conscia UK owned equipment, ensuring you can continue to operate your infrastructure without interruption.

Information security

Conscia UK has an Information Security Management System (ISMS) in place certified to ISO 27001:2022. This includes policies, processes, and procedures based on information security best practice. The ISMS and all IS-related issues are managed by our Information Security Management team, headed up by the role of the Information Security Officer (ISO). The ISO is our Director of Business Operations, who sits on the Company Board of Directors.