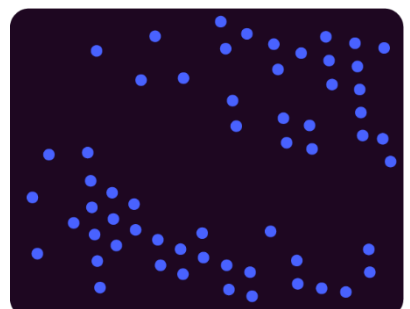
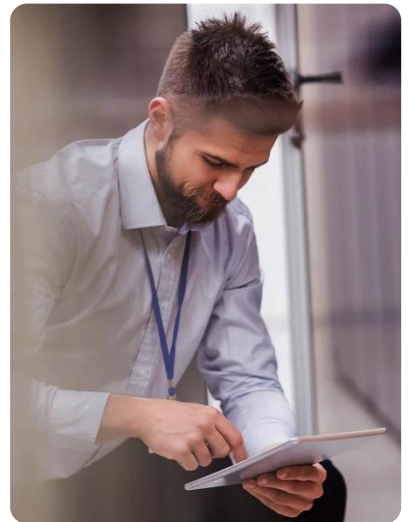


Service definition

Cisco Meraki Networking by Conscia UK



What is the service?

The Cisco Meraki service from Conscia UK delivers cloud-controlled wired and wireless networking, SD-WAN, network security, security cameras/CCTV and endpoint management. Wireless Access Points, LAN switches, security and SD-WAN, cellular gateways, smart cameras and sensors are all controlled via a simple, comprehensive cloud dashboard and fully managed by Conscia UK.

Cisco Secure Connect Plus is part of the Cisco SASE (Secure Access Services Edge) offering, which comprises an integration of Meraki equipment and Cisco Security elements, such as Umbrella services.

Cisco has unified its Catalyst and Meraki portfolios, offering flexible deployment options across hardware, software, licensing, and services. Customers can now purchase Cisco Catalyst 9300 switches and run the Meraki Operating System on that hardware, providing full Meraki cloud-managed services with enterprise-grade Catalyst hardware. This flexibility extends to wireless infrastructure, where all WiFi 7 access points can operate in either Catalyst mode (managed by Catalyst Centre) or Meraki mode (cloud-managed), allowing organisations to choose their preferred management approach whilst maintaining consistent hardware investments. This unified platform approach delivers greater choice, simplified procurement, and the ability to adapt management strategies as business requirements evolve.

Meraki MR36H and Catalyst 9172H access points deliver 'in-room' services for hospitality and student accommodation environments, providing a 'home from home' wireless experience for hotel guests and students in halls of residence. These solutions can be combined with software from Splash Access to deliver services such as IPSK (Identity Pre-Shared Key), which enables private SSID-style features across a common SSID. This ensures each student or guest can operate their wireless devices privately within the shared network infrastructure, delivering the security and isolation of individual networks whilst maintaining the simplicity of a single SSID.

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

Features

- Cloud-managed Local Area Network (LAN) switches
- Integrated network security with advanced malware protection
- Software-Defined WAN (SD-WAN) with application-aware routing
- Mobile Device Management via Meraki Systems Manager
- Cisco Secure Services Edge (SASE)
- Cisco Secure Connect Plus
- Hospitality and student accommodation services with 'home from home' wireless via IPSK
- Wi-Fi 6E and Wi-Fi 7 wireless access points
- Cellular gateways for mobile uplink and failover services
- Smart security cameras with cloud-based recording and analytics

- Environmental sensors for temperature, humidity, and air quality monitoring
- Cloud management dashboard accessible from any location with role-based access
- Automatic feature updates delivered monthly, including analytics and continuous security enhancements
- Zero-touch provisioning for rapid deployment
- Integral managed service offering with 24/7 support.

Benefits

- Centralised cloud management enables IT teams to configure and monitor networks from anywhere, on any device
- Reduce energy costs and environmental impact with intelligent environmental sensors and sustainable network operations
- Simplify multi-site network management with a unified cloud dashboard eliminating the need for multiple management platforms
- Accelerate site deployments with zero-touch provisioning, reducing deployment time from days to hours
- Scale network infrastructure rapidly without specialist on-site resources or complex configurations
- Gain comprehensive network visibility with real-time analytics identifying performance issues before they impact users
- Secure premises remotely with cloud-based video surveillance accessible from any location without VPN or specialist software
- Deliver seamless 'home from home' connectivity for students and guests with enterprise-grade wireless that automatically roams and reconnects
- Optimise application performance and reduce WAN costs with intelligent SD-WAN traffic steering across MPLS, internet, and 4G/5G links
- Enhance security posture by dynamically enforcing Zero Trust policies based on real-time device compliance and user context
- Eliminate costly truck rolls and reduce mean time to resolution with remote troubleshooting and configuration capabilities
- Future-proof infrastructure with automatic monthly feature updates delivered without service disruption.

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
- Opera

Compatible operating systems

- Android
- iOS
- 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.