

Central Networks & Technologies Ltd - Central Networks Consultancy Services



Crown
Commercial
Service

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Central Networks and Technologies Ltd (Central)

Founded in September 1991 by Christopher Mycock. In the earlier years Central was responsible for running the core ICT systems for many of the UK Magistrates Courts Services, which involved moving and hosting the mainframes and employing staff via TUPE. We also have a focus in the Housing Association and not-for-profit sector. In the last 10 years we have migrated many of our customers to cloud or partial cloud provision.

Our customer base is diverse in terms of size, geography, skills, business requirements and objectives. We have recognised this and created a solutions and services portfolio that can be tailored to meet the individual requirements of all our customers. Some of our customers have large ICT teams and only look for assistance where they have investigated and exhausted every avenue. Others are far smaller, where finance officers often take on ICT responsibility and need additional help and assistance. Central provides a bespoke service to each of our customers, providing best value for money and an ICT service which matches their requirements which assists them in delivering their objectives.

Central Networks - Consultancy Services

Features and Benefits

A summary of the features and benefits of Central in a Backup as a service (BAAS) are as follows;

- Early planning collaboration
- Technical strategy consultancy
- Solution architecture consultancy
- Transition and integration planning
- Security consultancy
- Testing
- Training
- Central consultancy health check

Services related to the support, maintenance and development of IT, cover a wide range of disciplines, including:

- Project development services
- Hosted managed services
- Offboarding managed services
- Services related to the maintenance of on-going provision
- Managed support services with certified ITIL service desk provision

Early Planning Collaboration

First and foremost, Central will arrange a face to face meeting with any potential client and relevant key stakeholders. There is no obligation from the client at this stage as the purpose is to act as an initial consultation.

Central's aim is to gain further insights into the business and an understanding of the key objectives that the client wants to achieve. Central feels that this early collaboration ensures both parties are aligned from the start.

Technical Strategy Consultancy

Central have a wealth of experience in working with organisations to create short, medium, and long-term strategies for effective digital transformation.

From a technical aspect, this incorporates the migration of legacy systems and brings together disparate IT systems to facilitate effective, cross-channel communications. In terms of business strategy, we focus on your organisational culture, policies and strategic initiatives. Our innovative approach then enables us to match best practice solutions to your business requirements.

Central's strategy consultancy also extends to developing new operating models that place the customer at the heart of the digital content, enabling targeted, timely interactions to increase reach, engagement and conversations. At the same time, essential day to day procedures are being worked, keeping the business operational, without interruption.

Solution Architecture Consultancy

Central are in the fortunate position of employing experts in the field of Solution Architecture and Senior Engineering with Research and Development at the heart of all they do.

Central can develop and implement methods to streamline operations, analyse trends and current issues to define the overall structure of your ICT. This includes recommendations of the latest technology, where appropriate, and best practices to meet your overall business needs.

Transition and Integration Planning

Central can provide advice and a plan of action to support you in transitioning your business to the cloud, or to incorporate a new system such as migration to Microsoft 365.

Our methodology is to plan for every eventuality, using a systematic and time-tested approach that can transition an ICT system from one communication channel to another.

We aim to do this without any downtime and have successfully enacted this for many Central clients, in our 29 years of trading.

We use PRINCE2 accredited project managers and techniques, providing reassurance that our planning and consultancy services follow all correct protocols.

Integration from legacy systems and disparate IT systems are always part of the plan, which we aim to smoothly transition or replace, with the appropriate level of training for each department or user. Including all the right technical documentation and licences that we can facilitate with, as and when required.

Regular communication takes place throughout the planning transition process and a feedback review upon completion of the transition is always encouraged.

Testing

Central employ qualified test analysts and can provide a structured test approach that is aligned with agile working to prove your success criteria have been met. These are set by the client during the early planning stages.

The testing strategy is always developed at the outset of the project, confirming how testing will be undertaken through development, pre and post-go-live, and your expected participation, as a customer.

Test plans, execution, defect reporting, automated test strategy implementation and assistance of testing activities including performance and stress testing can all be incorporated in our scope of testing services for your business in transition and cloud migration.

Training

Central will never leave a consultancy or implementation project without an element of scheduled training.

Central provide custom and ad-hoc training for advanced/specialist user groups such as IT Managers and Team Leaders as a bare-minimum. However, we are happy to expand our training to individual users if this is something that your business requires.

The form of training can be anything from 1-2-1 desk sessions to small group demonstrations, or formal classroom sessions. This again can be set out in the initial consultation meeting, meaning a plan is always in place and all key stakeholders are aware of the details.

Central Consultancy Health Check

This service consists of a systems and network health check, which will result in a written report on cloud preparation.

For the systems health check we incorporate the following:

- Cloud Strategy
- Public / Hybrid / Private Cloud Analysis
- Cost control and bill shock avoidance
- Microsoft 365 migration
- Cloud security analysis
- Server configuration, hardware and software
- ESX/Virtual server configuration
- Storage configuration
- Active domain configuration
- DNS/DHCP/Group Policies
- Remote access review
- Backup review
- Recommendations
- For the network health check we incorporate the following:
- Network configuration
- Core, distribution and edge switch configurations
- WAN configurations
- TCP/IP addressing schema
- DNS/DHCP configuration
- Windows update review
- Remote access review
- Backup review

Project Development Services

Central have the in-house capability to offer Project Development as a service. The process is to plan, organise, coordinate and control the resources to accomplish specific goals. Therefore, with initial collaboration (as described above in Early Planning) we would set some aims and objectives as to what you would like to achieve and then create the process to successfully achieve them. Our strategy would follow a simple formula; initiation, definition, design, development,

Hosting Managed Services

Central can provide the whole end-to-end consultancy and management services for your infrastructure in and out of the cloud, as well as the recommended hardware to refresh or replace legacy systems as a reseller of any trusted vendor.

A summary of the hosting managed services we offer are as follows:

- Recommended Hardware to integrate with existing hardware infrastructure systems
- Hosting in the cloud and all maintenance required, whether that be through our Central Private Cloud, Public Cloud or a Hybrid Cloud solution.
- Server management and maintenance.
 - This covers the following:
 - Critical security patches
 - OS Patches – testing and deployment
 - Anti-virus updates
 - Firewall testing and maintenance
- Pro-Active Monitoring of server performance and function
- Infrastructure orchestration, implementation, testing and on-going maintenance.

Offboarding Managed Services

Central offers a range of services to support offboarding which include:

- Content archiving
- Content exports
- Supply of all IPR materials including designs and content

Services related to the maintenance of on-going provision

This incorporates all the above services as detailed; Project Development, Hosting Managed Services, Off Boarding and any further maintenance of equipment or project management of products and services we have recommended. Our Engineers can be used for ad-hoc project work, and additional engineering days can be booked as little as two weeks in advance for upgrades or for additional work as and when required. Our goal is to be a one-stop shop for all your IT needs now and in the future.

Managed Support Services with certified ITIL Service Desk Provision

Central's service desk can handle 1st, 2nd and 3rd line support, as standard for any organisation.

We create a Service Level Agreement (SLA) for every single customer, which is customised to your needs, and will cover as many or as little of our services that you deem is business critical for your individual organisation's strategy. This will depend largely on your own resources and staffing. It is created in collaboration with you and what you want from a support contract. We will not add to the SLA without consultation with you first, and you are invited to change/amend/add to the contract before being signed off.

The service desk is based upon ITIL Service Management Methodology and each member of the service desk team is ITIL certified. Clients can interact with the service desk team via email, telephone and an online portal, that tracks each enquiry as it is received.

The key functions of the service desk are summarised below:

- Service Desk – incident and service request management in real time for 3rd line support.
- Problem Management
- Change Management
- Release and Deployment Management
- SLA management and service reporting as standard
- Configuration Management

- Service Management Plan
- SLA documentation

Additional services that can be added to the SLA include the following, however this is not an exhaustive list and we are always open to any specific requirements.

- 1st Line Support
- 2nd Line Support
- Central Cloud 24/7 Service
- MAC Service
- Central Monitoring – as standard
- Central Daily Early Notification Service
- Cloud Preparation service – incorporating a systems and networking health-check as described earlier in the consultancy service description.

Confidentiality and Copyright

This document and the information set out herein is confidential and is not to be disclosed or discussed with any person or party not associated with the selection of a service provider. The information in this proposal is a suggested technical offering. We reserve the right to amend or withdraw our proposal. Any typographical, clerical or other error or omission shall be subject to correction without any liability. The copyright in this proposal and any associated information or documents that we may provide remains vested in Central Networks and Technologies Ltd.