



Pure Cloud Solutions (PCS) - Service Definition – Cloud Managed Networking and SD WAN

Service Overview

Our Cloud Managed Networking and SD WAN service provides the design, deployment, monitoring and ongoing management of secure, resilient network connectivity. The service supports multi site, cloud and remote user environments, improving performance, visibility and reliability while reducing operational complexity.

Service Features

- Centrally managed cloud networking
- SD WAN with intelligent traffic routing
- Secure site to site and remote access connectivity
- High availability design with automatic failover
- Real time monitoring and proactive alerting
- Integrated network security and encryption
- Performance analytics and reporting
- Scalable design supporting growth and change
- Fully managed deployment and lifecycle management
- Vendor agnostic architecture using multiple suppliers

Vendor Agnostic Approach

The service is fully vendor agnostic, allowing solutions to be tailored to customer requirements. We partner with leading networking vendors including **Cisco, Sophos, Ubiquiti UniFi and Zyxel**. This ensures flexibility, resilience and best fit technology selection.

MORE INFO: WWW.PURECLOUDSOLUTIONS.CO.UK

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Service Benefits

- Improved network performance and reliability
- Reduced operational overhead and complexity
- Enhanced security through consistent policies
- Increased resilience and business continuity
- Flexibility through vendor agnostic design
- Faster deployment of new sites and services
- Improved visibility into network health
- Scalable architecture for future needs

Service Management and Support

We provide professional technical and installation services, supported by an extended support team offering first and second line support. Optional extended service agreements are available for enhanced coverage.

Service Constraints

Where third party networks or infrastructure are involved and controlled externally, our ability to act directly may be limited. In these situations, we work closely with third parties to support issue resolution and maintain normal network operations.

Service Availability

The service is designed for high availability with resilient architecture. Service levels and response times are defined within the agreed support agreement.

Responsibilities

We are responsible for service delivery, monitoring and managed operations. Customers are responsible for third party networks outside our control unless otherwise agreed.

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For more information. Please contact the support team on 0333 150 6780 or support@purecloudsolutions.com

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