



Resource4u Ltd

Service Specification Document

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1. Service Title

Meraki Cloud Support Services (Cloud-Managed Administration and Support).

2. Service Definition

Resource4U provides Meraki Cloud Support for the administration, monitoring, optimisation, and remote troubleshooting of Meraki infrastructure via the Meraki Cloud Management Portal and dashboards. This service ensures stable cloud-managed infrastructure across client environments, focusing on configuration, policy management, alert handling, and oversight of existing Meraki estates.

3. Service Features and Benefits

Service Features

- Cloud administration for Meraki MX, MR, MS, MG via dashboard.
- Cisco Identity Services Engine (ISE) enhancing infrastructure security policy management.
- Wi-Fi and switching management with configuration, policies, health monitoring.
- Real-time monitoring, alerts, and performance analytics through dashboard tools.
- Remote incident response with diagnostics and vendor escalation support.
- Cloud operations: firmware scheduling, inventory checks, licence status monitoring.

Service Benefits

- Improved network availability through proactive cloud-based monitoring.
- Reduced administrative overhead through centralised configuration and visibility.
- Faster remote troubleshooting and configuration changes.
- Scalable support suitable for multi-site or distributed environments.
- Seamless integration with existing Meraki cloud environments and identity platforms.

4. Service Scope

Planning Planning is available to help baseline existing Meraki configurations, assess cloud management requirements, and ensure the Meraki Dashboard is aligned with customer operational needs.
Supported platform: Meraki Cloud Management Platform.

Setup and migration Setup or migration service available: Yes

This service covers configuration within the Meraki Dashboard for already-installed devices (e.g., template adjustments, VPN setup, dashboard-level design refinements).

Configuration and cloud deployment support can be provided for existing physical installation, cabling, or site migration projects.

Setup or migration service is for specific cloud services: Yes

List of supported services

- Meraki Cloud Management Platform

Security Services	Security services: Yes Security services: • Security strategy and risk management. • Firewall, IDS/IPS tuning, content filtering. • Incident response and security alert handling.
Ongoing Support	Ongoing support service: Yes Ongoing cloud support includes: • Monitoring, performance management, and firmware scheduling • Dashboard checks and proactive alert handling • Remote troubleshooting • Serving as point of contact for Meraki Dashboard operational issues or escalation How the support service works: Our trained consultants are hands-on with Meraki Cloud Management portal, acting as point of contact to resolve your support needs immediately or seek next level support lines to assure satisfactory cloud support services are offered to the clients.

5. Client Support

Email or ticketing support	Email or online ticketing support: Yes Support response times Critical Incident: 1 hr response time, then regular updates till resolution. Medium Risk Incident: 3 hours response time, then regular updates till resolution General Support: Within 24 hours, Monday to Friday. Weekend service can be provided at additional cost on case-by-case basis.
Phone support	Phone support Yes Phone support availability 9 to 5 (UK time), Monday to Friday

6. Meraki Cloud Services and Plans

Meraki – Cloud-Managed Networking for Enterprise & Public Sector

Meraki offers a comprehensive suite of cloud-managed network products designed to simplify deployment, centralise management, secure connectivity, and provide real-time visibility across distributed estates. These products are consumed as subscription-based licences and managed entirely via the Meraki Cloud Dashboard.

Meraki Product Families and Available Options

Meraki MX – Security & SD-WAN Appliances

Plan / Licence Type	Description
Enterprise Licence	Core firewalling, traffic shaping, VLAN, site-to-site VPN, web caching, analytics.
Advanced Security Licence	Includes Enterprise features plus IPS/IDS, Anti-malware, Content Filtering, Geo-IP blocking.
SD-WAN & Adaptive Policy Licence	Adds advanced SD-WAN capabilities, intelligent routing, identity-based policy and zero-trust segmentation.

Meraki MR – Wireless Access Points

Plan / Licence Type	Description
MR Enterprise Licence	Cloud-based Wi-Fi management, RF optimisation, splash pages, device analytics, WPA3 security.
MR Advanced/Upgrade Licence	Adds location analytics, Wi-Fi assurance, and advanced wireless health monitoring.

Meraki MS – Cloud-Managed Switching

Plan / Licence Type	Description
MS Enterprise Licence	L2/L3 switching, QoS, virtual stacking, port scheduling, configuration templating.
MS Advanced (for specific models)	Enhanced security features, adaptive policies, advanced analytics.

Meraki MG – 4G/5G Gateway (Failover & Primary Connectivity)

Plan / Licence Type	Description
MG Cellular Licence	Enables LTE/5G primary or failover connectivity, Cloud-managed diagnostics and throughput analytics.

Enterprise-Level Capabilities Across All Meraki Products

- Centralised cloud dashboard management
- Zero-touch provisioning for multi-site deployments
- Real-time analytics & alerting
- End-to-end encryption & secure cloud management
- Automatic firmware updates
- Identity-based access control (integrations with Azure AD, SAML, RADIUS)
- Unified policies across multiple sites and device families
- Compliance-oriented logging and reporting

Recommended Licensing Model by Use Case

Use Case	Recommended Plan(s)
Clinical & Public Sector Sites	MX Advanced Security, MR Enterprise, MS Enterprise
High-Security Environments	MX Advanced Security + Adaptive Policy / SD-WAN

Large Multi-Site Estates	MX SD-WAN, MS Enterprise Switching, MR Enterprise
Backup Connectivity	MG 4G/5G Cellular Gateways

Notes on Licensing

Meraki products are licensed on a **per-device, per-subscription** model. Licences include cloud management, firmware, support, and advanced analytics features depending on tier. Organisations may choose between **co-termination** or **per-device licensing** models to align with procurement cycles.

All Meraki cloud services operate from the Meraki global cloud architecture, ensuring secure access, high availability and compliance across public sector standards.

7. Onboarding and Offboarding

Getting Started

User guides, remote walkthroughs, dashboard training, and optional on-site sessions.

Documentation

HTML/PDF documentation with accessibility conforming to WCAG 2.1 AA / EN 301 549.

End-of-Contract Data Extraction

- Export of network configs, logs, policies, device inventories.
- API-based exports for advanced needs.

End-of-Contract Process

Defined offboarding plan delivered via Statement of Work, based on customer complexity.

8. Technical Functionality

- Support for Meraki MX (Security & SD-WAN), MS Switching, MR Wi-Fi.
- Traffic analytics, QoS, content filtering, automatic firmware updates.
- Full cloud dashboard administration and delegated access controls.

9. About Us

Resource4u is specialised in providing consulting services, technology solutions and managed services to both public and private sectors.

Our consultants have many years of experience delivering a multitude of projects including cost reduction programmes, performance improvement projects, health service redesign, post-merger consolidations, restructuring exercises as well as financial and activity modelling.



Healthcare Solutions

We have business analysts, project managers, board-level executives as well as clinicians in several medical specialties.



Office 365 - Managed IT

Services

We provide a complete and reliable managed IT infrastructure service leveraging Microsoft technologies on the Office 365 platform.



Technology Solutions

We have a team of technology specialists able to design, develop and implement a wide range of technology solutions.



Consulting Services

Over the years we have built up a team and extensive network of professionals across many industry sectors.

We're not all talk ... we make things happen!

We're not like other consulting organisations, at Resource4U we concentrate on delivering bottom-line benefits. We don't just write reports and give advice, we implement and make things happen.

We understand that often it's not about knowing what needs to be done but having the time and resources to get it done. This is how we're different. We have the right mix of skills and staffing to execute the implementation and make a real difference - within rapid timescales.

Resource4u has a proven track record of assisting Integrated Care Boards (ICB), Integrated Care Services (ICS), NHS Trusts and General Practices, PCNs to set out the most effective plans by providing business systems and technology solutions, support business process automation resulting in service efficiencies.

For further information about Resource4u please visit <http://www.resource4u.co.uk>
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