

FourNet SD-WAN

Service Definition for G-Cloud 15





1. Overview

FourNet SD-WAN is a secure, cloud-managed software-defined wide area networking service designed to provide resilient, high-performance connectivity for public sector organisations.

The service intelligently manages traffic across multiple network connections to improve application performance, availability, and security, supporting modern cloud and hybrid working models.

2. Key Features and Benefits

Core Capabilities

- Software-defined wide area networking with centralised control
- Intelligent traffic steering across multiple network links
- Application-aware routing and prioritisation
- Integrated security and encrypted connectivity
- Real-time network monitoring and analytics
- Centralised policy management via web portal
- Support for hybrid, cloud, and on-premise environments

Business Benefits

- Improves application performance and user experience
- Increases network resilience through automatic failover
- Reduces operational complexity with centralised management
- Supports flexible and hybrid working models
- Optimises connectivity costs across network links

3. Service Options

FourNet SD-WAN is delivered as a managed service with flexible deployment options. Customers can choose standard, enhanced, or premium service levels, with optional add-ons including advanced analytics, enhanced security features, and proactive monitoring.

4. Service Management and Support

FourNet provides ITIL-aligned service management with UK-based support. Customers access a secure service portal for incident logging, service requests, and reporting.

Each customer is assigned a Service Delivery Manager and supported by certified network engineers to ensure performance, resilience, and continuous optimisation.

5. Security and Compliance

FourNet SD-WAN is delivered in line with ISO/IEC 27001 and Cyber Essentials Plus requirements. The service uses encryption in transit, role-based access control, multi-factor authentication, and secure configuration management to protect customer data and traffic.



6. Availability and Resilience

The service provides 99.9% availability, excluding planned maintenance. Resilience is achieved through multiple active network paths, automated failover, and continuous monitoring of network performance.

7. Onboarding and Training

FourNet supports onboarding through design workshops, remote or onsite deployment, administrator training, and access to user guides and technical documentation.

8. Offboarding and Data Management

At contract end, customers can extract network configurations, policies, and usage data in standard formats. FourNet ensures secure decommissioning and deletion of customer data in line with GDPR and ISO/IEC 27001 requirements.

9. Pricing

Pricing is based on a per-site or per-device subscription model, depending on deployment scope. Optional services and enhanced support are priced separately. Full details are provided in the G-Cloud 15 pricing document.

10. Service Dependencies

- Reliable network connectivity at customer sites
- Supported edge devices or virtual appliances
- Appropriate power and environmental conditions for hardware

11. Accessibility

The SD-WAN management portal supports WCAG 2.2 AA accessibility standards. Administrative interfaces are compatible with assistive technologies such as screen readers and keyboard navigation.

12. Contact and Further Information

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