

Cloud Managed LAN & Wireless Service by Nasstar

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1 About Nasstar

At Nasstar, our people are ultimately here to do one thing: help organisations navigate complex change with confidence. Simple. Or at least it should be.

Technology is complex and always evolving and keeping up can feel like a full-time job. Our goal is to help you embrace transformative technology to help you deliver more, better, and faster.

We're a partnership, collaborating with you and providing the expertise to tackle today's challenges and identify tomorrow's opportunities. It's a journey, and we're your navigator. Let's get started.

- Our team of experts, pioneers, innovators, forward-thinkers and problem-solvers are here to make your goals a reality, through the power of technology.
- Our bread and butter, our jam, our superpower. However, you want to say it, we're good at it. 25+ years pioneering breakthrough solutions is why organisations continue to trust us.
- Nasstar's people are paramount in all we do, which is why our 780+ strong team aspire to build long-term relationships with customers, not short-term flings.
- Our in-depth sector knowledge gives us insight into our clients' world, meaning we're always on the same wavelength.
- We believe in collaboration at every step – both with our clients, and our technology partners. We partner with the very best, including Microsoft, AWS, Cisco and Fortinet, to deliver the very best.

A Network that Connects and Protects

Networks do a lot more than just connect devices. They keep your team productive and your business moving. But without strong network security, they can quickly become your greatest liability. We help organisations like yours build secure networks that connect and protect. Whether it's rolling out SASE, working with Zero Trust frameworks, or just simplifying a complicated setup, we've got the tools and experience to help.

We understand that as your business grows, so does your digital footprint, and with it, the potential for risk. But you don't have to tackle this alone.

With partner support from Cisco and Fortinet, and a team that genuinely cares about your success, we'll help you create a network security strategy that lets you move forward with confidence.

- Let's replace complexity with clarity by securing legacy systems, modernising your infrastructure, and exploring frameworks like SASE and Zero Trust.
- You're managing a lot: legacy systems, evolving threats, new ways of working. We understand how overwhelming that can be, and we're here to lighten the load. From protecting your systems to empowering your people, we're with you every step of the way.



- Cyber threats aren't what they used to be, so your network shouldn't be either. That's why we'll help you embrace modern security frameworks like SASE and Zero Trust. They'll give you visibility and control across your entire digital landscape, so you can scale with confidence.
- We work across public and private sectors to build IT foundations that are secure, modern, and built to last. Whether you're juggling remote teams, legacy systems, or scaling fast, we've got you covered.
- The future of networking is AI-enabled, automated, and intelligent. Together, we'll build a secure, responsive network that gives you time back, reduces stress, and keeps your business running strong.

Why Nasstar?

Nasstar brings over 25 years of innovation to the table, delivering next-generation services and solutions that keep organisations ahead of the curve. Our deep in-house expertise spans Technical Leads, Project Managers, Account Managers, and a broad team of specialists—all dedicated to providing the guidance and support our customers need. Backed by a market-leading portfolio and partnerships with industry leaders such as Fortinet, Cisco & Microsoft, we ensure our customers benefit from cutting-edge technology and trusted best-in-class solutions.

Quality and compliance sit at the heart of everything we do. Nasstar is accredited to ISO 27001, 20000, 14001, and 9001 standards and is PCI-DSS certified, demonstrating our commitment to delivering secure, compliant, and reliable services. As a trusted HSCN (NHS Digital) and Crown Commercial Services approved partner, we proudly support public sector organisations with assurance and confidence. Our next-generation managed services provide 24/7 proactive monitoring, systems automation, and AI-driven capabilities, ensuring resilient, future-ready operations for every customer.



2 Service Overview

Nasstar's Cloud Managed LAN & Wireless Services deliver 24x7 enterprise-class systems management for a Customer's LAN and Wireless infrastructure, leveraging Nasstar's ICC Network and advanced management platforms. The service requires Customer LAN and Wireless Equipment (CLWE) that integrates with Nasstar's monitoring and management systems, enabling proactive oversight of network health and performance across customer sites, network gateways, and cloud landing zones.

The service is designed to provide flexibility, scalability, and deep visibility, empowering customers to make informed decisions on network optimisation and access policies that align with their business needs today and into the future. This ensures the LAN and Wireless environment can support evolving requirements such as cloud migrations, hybrid working, and high-performance connectivity.

Through Nasstar's advanced monitoring and analytics platforms, customers gain actionable insights via real-time dashboards and comprehensive performance reports covering application usage, network traffic, and device health.

Nasstar's highly resilient ICC Network, combined with a dedicated Service Desk and engineering team operating under strict SLAs, ensures minimal disruption to end-user productivity and maximises quality of experience across wired and wireless environments.

Key Features

- 24/7 Proactive Monitoring: Continuous health checks for LAN and Wireless infrastructure to detect and resolve issues before they impact operations.
- Incident Management: Automated identification and resolution of service-impacting incidents, including hardware, software, and connectivity problems.
- Software Security Patch Management: Regular patching for critical vulnerabilities to maintain compliance and security posture.
- Service Desk Support: Dedicated engineering teams available for service requests and technical assistance.

Benefits

- Improved Network Reliability: Minimises downtime by proactively addressing issues before they affect users, resulting in fewer disruptions to business operations. Ensures consistent connectivity across LAN and Wireless environments.
- Cost Efficiency: Reduces operational costs by centralising network management and enabling intelligent resource utilisation. For example, streamlined incident resolution and automated monitoring allow IT teams to focus on strategic priorities.

