

Managed Service for SD-WAN & SD-Branch by Nasstar

Service Definition Document G-Cloud 15



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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 Nasstar Service Summary

Delivering 24x7 enterprise-grade management for integrated SD-WAN and SD-Branch environments. We proactively monitor and resolve network-impacting incidents across sites, branches, and cloud services via Nasstar's resilient ICC Network. Our service ensures secure connectivity, scalable architecture, and optimised performance, with real-time visibility and historical analytics through intuitive dashboards and detailed reports.



3 Service Overview

Nasstar's Cloud Managed SD-WAN & SD-Branch Services deliver 24x7 enterprise-grade management for integrated WAN and branch networks, underpinned by Nasstar's highly resilient ICC Network. The service provides end-to-end monitoring, management, and reporting across SD-WAN and SD-Branch environments, including wired and wireless LAN infrastructure, network gateways, and cloud landing zones.

Designed for flexibility and scalability, the solution enables organisations to optimise traffic policies, enhance security, and support hybrid or multi-cloud strategies. Advanced monitoring platforms provide real-time visibility and historical performance analytics through intuitive dashboards and detailed reports, helping customers make informed decisions that align with business priorities.

Nasstar's proactive approach ensures rapid detection and resolution of network-impacting incidents, minimising downtime and safeguarding end-user productivity. With SLA-driven operations and a dedicated Service Desk, customers benefit from secure, resilient connectivity and a future-ready architecture that scales with business growth.

Key Features

Managed service, 24x7 operations

- Fully managed service with continuous, proactive monitoring across SD-WAN and SD-Branch.
- SLA-driven incident management, service and change requests handled by Nasstar's Service Desk and engineering teams.
- Service Delivery Management for governance, reporting, and continuous improvement.

Centralised management

- Single control plane for SD-WAN and SD-Branch, apply a change once and automatically propagate to all devices, reducing effort and human error.
- Controlled rollout of configuration, policy, and firmware updates.

Software and security patch management

- Regular software maintenance and security patching to maintain compliance and reduce exposure.

Architecture and connectivity

- Secure WAN connectivity for private and public cloud, integrated with branch LAN.
- SD-Branch built on wired switches and wireless access points, providing local interconnectivity for end devices, servers, storage, controllers, and network services.
- Scales with site growth and hybrid or multi-cloud adoption.

Dashboards and visibility (cloud-hosted, UK data centres)

- SD-WAN and SD-Branch dashboards with real-time and historical views of application and network performance.
- One-year log retention and configuration backups for resilience and auditability.
- Network visibility: assets and device health, interface statistics, topology views.
- Security visibility: firewall configuration, security profiles, firewall policies.
- Application visibility: prioritisation rules across SD-WAN and SD-Branch, bandwidth usage for critical and non-critical applications.

Security, access, and compliance

- Secure data logging and controlled access to management platforms.
- Two-factor authentication (2FA) for administrator access.
- Granular, role-based access control with least-privilege enforcement.



- User access audit logs for compliance and investigations.

Performance analytics and reporting

- Near real-time and historical log analysis for SD-WAN and SD-Branch traffic.
- Downloadable secure reports, daily summaries, and performance reports for operations and audits.
- Analytics to inform QoS, routing, and policy decisions.

Application SLAs

- Continuous measurement of WAN performance with real-time traffic steering to maintain user experience under degradation, adjusting paths to meet latency, jitter, and packet-loss targets.

Multi-path load balancing

- Simultaneous use of multiple access circuits to increase throughput and resilience, making productive use of previously idle backup links.

Optional service enhancements

- **Network performance analysis and optimisation recommendations:** Quarterly specialist reviews to identify application performance issues, usage pattern changes, and capacity constraints, followed by actionable optimisation advice.
- **Self-service / co-management:** Controlled capability for customer engineering teams to make low-risk changes without NOC tickets, for example URL filtering whitelist/blacklist updates and SD-WAN SLA threshold adjustments (latency, jitter, packet loss), improving agility and reducing minor productivity impacts.

Benefits

Nasstar's Cloud Managed SD-WAN & SD-Branch Service delivers a comprehensive set of benefits designed to improve security, enhance reliability, reduce operational complexity, and optimise cost efficiency for modern, distributed networks. By combining advanced SD-WAN capabilities with integrated SD-Branch functionality, organisations gain a secure, scalable, and future-ready networking solution.

Improved Security

Nasstar's ICC Network and SD-WAN architecture are built to meet industry best practices for network security, protecting against evolving cyber threats. We incorporate leading security technologies, including end-to-end encryption, intrusion detection, and advanced threat intelligence, ensuring data integrity and confidentiality. SD-Branch extends these protections to LAN and wireless environments, safeguarding sensitive data and assets across the entire network.

Increased Reliability

Our managed service is delivered against strict Service Level Agreements (SLAs) that guarantee performance and uptime. Nasstar's ICC Network leverages advanced redundancy designs and vendor technologies to minimise downtime. Combined with proactive monitoring and rapid incident resolution, this ensures a highly reliable network experience for all users.

Reduced Operational Costs

Managing WAN and branch networks in-house can be costly and resource intensive. Nasstar's managed service operates on a subscription model, eliminating large upfront investments in hardware, software, and personnel. This approach frees internal IT teams to focus on strategic initiatives while reducing operational overhead.

Increased Network Uptime



Nasstar's engineering teams continuously manage and maintain the ICC Network, applying software patches, configuration backups, and change requests to maximise uptime. Our proactive approach to monitoring and incident resolution ensures minimal disruption and consistent service availability.

Reduced Risk

Compliance with public sector regulations and industry standards is built into our service, reducing the burden on customers to maintain regulatory adherence. This lowers operational risk and ensures networks remain secure and compliant.

Improved Quality of Experience and Productivity

SD-WAN optimises network performance by intelligently routing traffic, prioritising critical applications, and dynamically adapting to changing conditions. This results in reduced latency, improved application responsiveness, and a better user experience, driving productivity across the organisation.

Fast, Scalable, and Flexible Cloud Adoption

Our solution supports rapid adaptation to changing business needs, enabling seamless migration between cloud landing zones without disruption. SD-WAN's flexibility allows organisations to scale resources quickly and efficiently, while SD-Branch ensures local connectivity remains robust and secure.

Reduced Complexity

Nasstar's SD-WAN overlay technology simplifies network operations by selecting the best available path for application traffic across diverse connectivity types—private or public, Ethernet, broadband, fibre, wireless, satellite, and 4G/5G. This eliminates complexity in managing underlay connections and ensures optimal performance.

Empowered Network Improvement Decision-Making

SD-Branch provides deep visibility into LAN and wireless utilisation, from switches to edge devices. This insight enables IT stakeholders to make informed decisions about network evolution, investment, and rationalisation, ensuring resources align with business priorities and budget constraints.

Increased Cost Efficiencies

Our solution maximises cost efficiency through intelligent bandwidth utilisation, centralised management, and active/active architecture. By leveraging all available WAN paths instead of traditional active/standby designs, organisations achieve better performance and ROI while reducing reliance on legacy technologies.

