

MLL Telecom Ltd

Secure Cloud Managed LAN and Wi-Fi

Service Definition



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About MLL

MLL Telecom is a leading provider of managed Wide Area Networks and telecommunication services including LAN, Unified Communications (UC), Wi-Fi, and Security to the UK public sector. Our services are provided through our MLL's UK based support teams and engineering service and selected partners. Formed in 1991, MLL has established a reputation for customer-focused service delivery and agility.

Service Overview

MLL's Secure Cloud Managed LAN and Wi-Fi service provides a fully managed, cloud-based networking capability for organisations using enterprise LAN switching and wireless platforms. The service supports the procurement, installation, operation, monitoring, and ongoing management of network infrastructure through cloud management platforms managed by MLL Telecom.

The service enables the buyer to centralise network management, improve operational resilience, and reduce the internal overhead associated with maintaining complex network environments. Day-to-day management activities are delivered remotely by the MLL 24/7 Network Operations Centre (NOC), allowing the Buyer to focus on service delivery rather than network operations.

The service is delivered through a choice of separate, vendor-specific offerings, each aligned to the supported technology stack and management platforms. These currently include managed services for **HPE Aruba** and **Fortinet** networking solutions, with consistent service outcomes and operating models across both.

Key capabilities include:

- centralised configuration management
- proactive monitoring
- incident management
- firmware and lifecycle management
- service reporting.

All service activities are performed in line with agreed change processes, security controls, and operational policies.

This service is suitable for public sector organisations seeking a scalable, secure, and vendor-aligned approach to managing cloud-connected network infrastructure without the need for dedicated in-house specialist resources.

The service is fully supported by MLL's UK based 24x7x365 NOC and field engineering services.

Service Description

Solution Components - Fortinet

Fortinet Cloud-Managed Layer 2/3 Switching

The Buyer has access to an enterprise-grade Fortinet switching portfolio supporting Layer 2 and Layer 3 switching for campus and branch environments. Available models include a range of port densities and Power over Ethernet (PoE/PoE+) options, with support for gigabit and multi-gigabit access ports and high-speed uplinks.

All switches are centrally managed using Fortinet's cloud management platform (FortiEdge Cloud), providing unified configuration, monitoring, and lifecycle management for the wired network estate. The following capabilities are available:

- **Zero Touch Provisioning (ZTP)** - switches automatically connect to the Fortinet management platform upon deployment and are provisioned with predefined configuration, reducing manual effort.
- **Centralised Configuration and Policy Management** - consistent configuration and policy application across individual switches or switch groups from a single management interface.
- **Automated Port Configuration** - port settings can be dynamically applied based on device type or role; simplifying adds, moves, and changes.
- **Network and Device Visibility** - topology and device views provide insight into switch health, port status, and connected endpoints to support fault identification and troubleshooting.
- **Centralised Firmware Management** - firmware updates and version control are managed centrally to support operational consistency and reduce downtime.

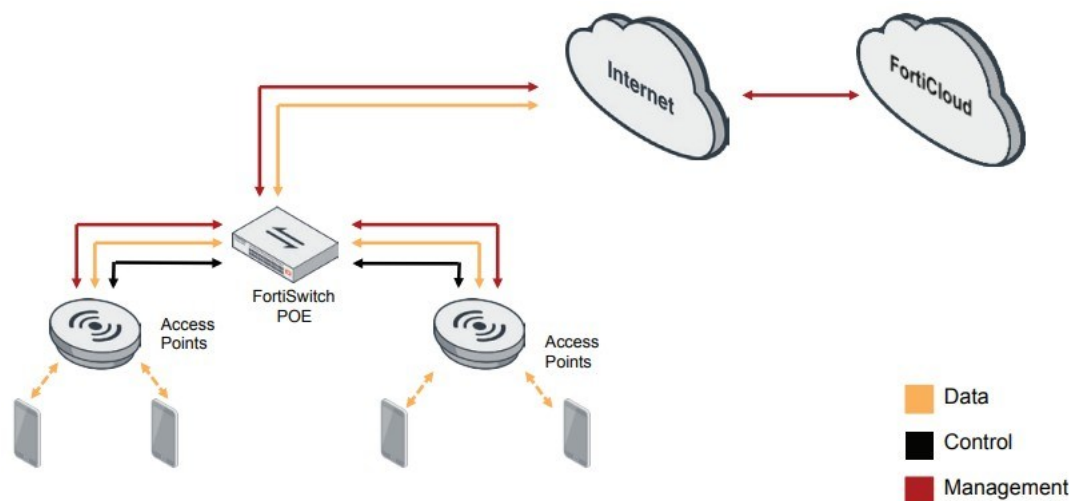
Fortinet Cloud-Managed Wi-Fi 6 / 6E / 7 Access Points

The Buyer has access to a comprehensive range of Fortinet Wi-Fi 6, 6E, and Wi-Fi 7 access points, suitable for indoor and outdoor deployments. All access points are centrally managed through FortiEdge Cloud, enabling Single Pane of Glass visibility and control across the wireless estate.

The service supports consistent configuration, monitoring, and optimisation of wireless networks across multiple sites and locations.

Key capabilities include:

- **Centralised Wireless Management** - unified configuration and monitoring of access points from a single cloud dashboard
- **Wireless Monitoring and Optimisation** - visibility into radio performance, client connectivity, and utilisation to support ongoing optimisation
- **Guest Wireless Access** - configurable guest Wi-Fi services with visibility into session usage and connection activity
- **Wireless Threat Detection** - monitoring for rogue access points, interference, and anomalous wireless activity.



Features & Benefits

- Cloud-based management providing centralised visibility and control of wired and wireless networks
- Unified management of Fortinet switching and wireless infrastructure through a single platform
- Secure access controls for management platforms using role-based permissions
- Scalable architecture supporting multi-site and distributed environments
- Automated onboarding and provisioning of network devices using zero-touch deployment.
- Policy-driven configuration supporting consistent network behaviour across the estate
- Centralised dashboards providing insight into users, devices, and network health
- Flexible licensing models aligned to deployment scale and operational requirements
- Scheduled and on-demand reporting to support operational oversight and stakeholder reporting.

Solution Components - HPe Aruba

Aruba Central Managed Layer 2/3 Switching

The Buyer has access to an enterprise-grade Aruba switching portfolio, including 8, 12, 24, and 48-port models, supporting gigabit and multi-gigabit (1/2.5/5Gb) access ports, Power over Ethernet (PoE/PoE+), and high-speed uplinks. Supported models include fixed access and aggregation switches suitable for campus, branch, and data centre edge deployments.

All switches are fully cloud managed via Aruba Central, providing centralised configuration, monitoring, and lifecycle management. The following capabilities are available:

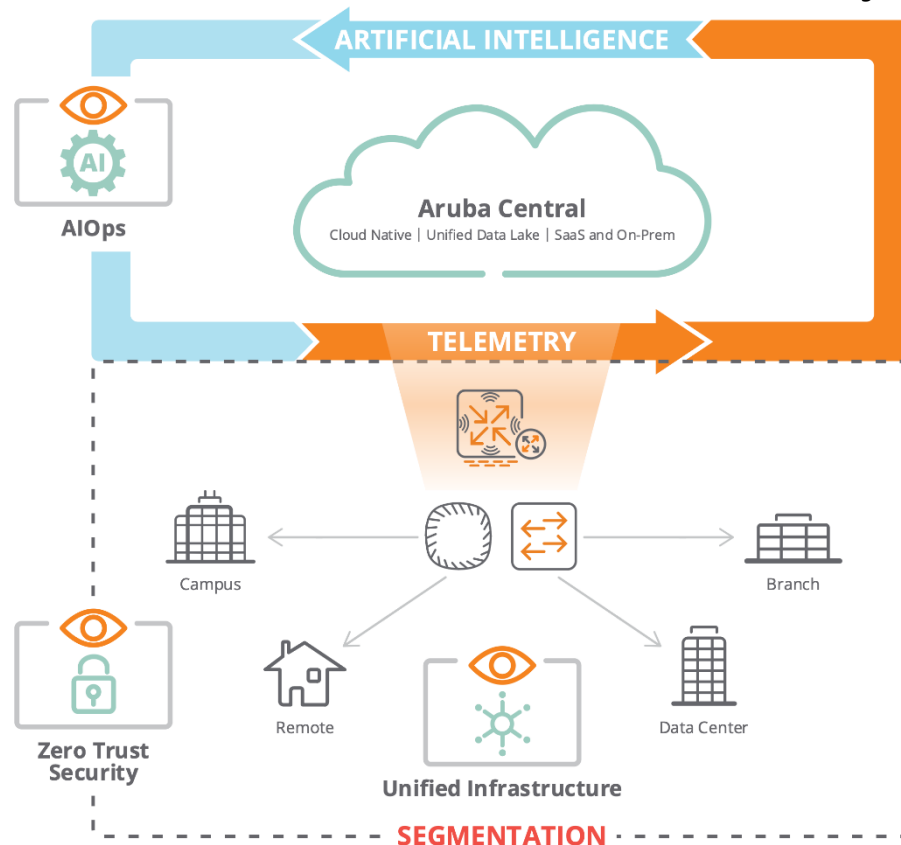
- **Zero Touch Provisioning (ZTP)** - switches automatically connect to Aruba Central upon installation and are provisioned without manual configuration, reducing deployment effort and risk
- **Centralised Stack and Configuration Management** - enables consistent configuration and policy application across individual switches or switch stacks from a single management interface
- **Role-based and Policy-driven Port Configuration** - automates port configuration based on device type, role, or policy; simplifying adds, moves, and changes
- **Network and Device Visibility** - topology and device views provide drill-down to switch, port, and connected clients, supporting rapid fault isolation and troubleshooting
- **Centralised Firmware and Feature Updates** - cloud-delivered feature updates and centrally managed firmware upgrades ensure switches remain secure and supported.

Aruba Central Managed Wi-Fi 6 / 6E / 7 Access Points

The Buyer has access to a comprehensive range of Aruba Wi-Fi 6, 6E, and Wi-Fi 7 access points, all centrally managed through Aruba Central. The service provides unified management across wired and wireless networks using a single cloud platform

Aruba Central includes built-in services for analytics, security, and guest access, supporting a range of deployment scenarios across public sector environments. Key capabilities include:

- **Guest Access Management** - secure and configurable guest Wi-Fi services with visibility into usage, session duration, and authentication methods
- **Wireless Intrusion Detection and Protection (WIDS/WIPS)** - continuous monitoring of the wireless environment to detect rogue devices, interference, and potential security threats
- **Location and Analytics Services** - visibility into client presence and movement using Wi-Fi and Bluetooth technologies, supporting operational insight and service optimisation use cases



Features & Benefits

- Cloud-native architecture delivering scalable, resilient network management
- Centralised management of wired and wireless components through a single platform
- Role-based access control ensuring management access is restricted and auditable
- UK and regional cloud hosting options supporting data residency and sovereignty requirements
- Policy-based network access controls enabling consistent security enforcement
- Automated device onboarding with zero-touch provisioning and pre-defined configuration policies
- Flexible licensing aligned to device type and operational requirements
- Centralised dashboards providing a unified view of users, devices, applications, performance, and network health
- Unified cloud management for switching and wireless infrastructure
- Scheduled and on-demand reporting to support operational and stakeholder requirements.

Standards based delivery

MLL will use industry standards for project and service delivery as summarised in the table below:

Delivery and Service Management	Industry Standard
Service Management	ITIL
Project Management	PRINCE2
Quality Management	ISO 9001
Security Management	ISO 27001 and Cyber Essentials Plus
Environmental Management	ISO 14001
Health and Safety Management	ISO 45001
NHS Digital	Data Security and Protection Toolkit

Delivery

MLL provides Buyers with an Implementation Coordinator for small-scale Cloud Managed Network solution deliveries, for example switches and/ or access points for a single site, or an MLL Project Manager for large scale/ complex deliveries. The scale of the solution required, and therefore the MLL delivery team required to manage the implementation of the Buyer's requirements, including engineers, will be determined during the MLL team's assessment of the initial enquiry from the Buyer.

MLL follows an ISO 9001 audited delivery process and maintains an ISO 27001 audited configuration and change management process for customer hosting infrastructure. MLL's Project Managers are PRINCE2 qualified and, where assigned, will be MLL's stakeholder to manage the project delivery. MLL's Solutions Architects, Technical Design Authorities, and Technical Engineers, including our NOC and Field Engineers, who provide the technical aspects of our network deliveries, are also all highly skilled and well-qualified across the range of technologies used in MLL's network deliveries, including Extreme, Fortinet, Juniper, Cisco and HPE Aruba.

MLL uses PRINCE2 methodologies to deliver projects, typically employing the following 4 stages of project delivery:

- Internal project set-up (including contract award, team assignment, etc)
- Project Initiation (Kick-off meeting, risk assessment, technical discovery, technical workshop, project and technical documentation)
- Project Delivery (solution delivery, risk and issue management, change management, progress reporting, escalation management, governance, progressive handover to MLL's Business as Usual (BAU) team, etc)
- Project Handover (complete handover to MLL's BAU team, project review, lessons learnt, project closure, etc)

The lead time to deliver small scale Cloud Managed Networking services in this offer is expected to take between 5 and 20 working days from receipt of order, assuming internet connectivity and/ or MLL connectivity services are already in place and operational.

The lead time to deliver a complex Cloud Managed Networking project delivery will be fully dependent on the Buyer's overall requirements and will be assessed and advised during the scoping of the project requirements, prior to award.

MLL's team will undertake regular project reviews with the Buyer to an agreed frequency. For larger projects, governance will be provided through a project board comprising senior sponsors from MLL and the Buyer.

Support

Monitoring and Reporting

- MLL will monitor all in scope 24x7x365 for availability, utilisation and performance.
- Any failure which appears will be analysed and where appropriate raised as an Incident with MLL's Service Desk and the Buyer's Service Desk will be notified.
- Incidents will be managed using MLL's Incident Management Service through to resolution.
- The Buyer will be provided with quarterly reports showing performance of the network switches as agreed within the Order Form.
- MLL will provide access to the MyMLL service portal and through this access to the performance monitoring service.

Service Desk

MLL's Network Operations Centre is based in Marlow, Buckinghamshire, supporting customers on a 24 x7x365 basis.

The NOC and Service Desk undertakes the following functions:

- Receives Incident or Service Requests by agreed contact methods - telephone, email or via MyMLL portal.
- Records Incident or Service Requests on the Service Management System.
- Allocates a Call to Severity 1, 2, 3 or 4 and where relevant manage the Incident through to Resolution in accordance with the Service Levels.

Support Model

MLL's service support model is based on ITIL compliant processes with clearly defined roles and responsibilities, supported by industry recognised systems and tools. This model will be used to monitor the Service in order to meet the Service Level.

Incidents will be raised either proactively by MLL or reactively by the Buyer and logged in MLL's IT Service Management system.

MLL utilise the following Severity Definitions for Incident Management:

Category	Definition
Severity 1	The Services are Unavailable across the entire Buyer's estate
Severity 2	The Services are Unavailable at one of the Buyer's sites
Severity 3	The Services are Unavailable to an individual user

Severity 4	All other Incidents, including any Incidents raised initially at a higher Severity Level that were subsequently deemed to be attributable to the Buyer or in any other way not attributable to the Supplier.
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MLL will ensure that Incidents are resolved within the Incident Resolution Time, based on the Severity Level of the Incident.

Service Hours

Monday - Sunday (including Bank Holidays) - 00:00-23:59, (24 hours per day, 7 days per week)

Service Levels

Incident Resolution

Service	Severity 1	Severity 2	Severity 3	Severity 4 (Indicative Only)
Remote Incident Management	5 Hours	8 Hours	End of next Working Day	10 Working Days
Standard Hardware Replacement (RMA)	Next Business Day			
Premium Hardware Replacement (RMA)	5 Hours			

Availability

Infrastructure	Availability
FortiEdge Cloud Management Platform	99.95%
Aruba Central Management Platform	99.95%

Service Credits

Service Credits will be calculated and reported by MLL through the quarterly Service Report and reviewed with the Buyer at the Service Review Meeting. This will include a summary of any service credits accrued within the previous period.

Incident Resolution

Number of Incidents per Service Period	Coefficient (m)	Service Level Threshold (a)	Service Failure Threshold (b)	Minimum Service Credit % (c)	Maximum Service Credit % (d)
39 or fewer	Not applicable	No more than 2 Incidents are Resolved in excess of the max Incident Resolution Times	5 or more Incidents are Resolved in excess of the max Incident Resolution Times	2.5% (payable when 3 Incidents breach the Service Level Threshold in any Service Period)	5% (payable when 4+ Incidents breach the Service Level Threshold in any Service Period)
40 and more	0.25	95%	85%	2.5%	5%

Social Value

MLL is committed to providing social value as part of its contractual deliverables which will be agreed with the Buyer and detailed in the call-off contract. Key social value themes for MLL include:

Fighting Climate Change - Underpinned by MLL's existing ISO 14001 environmental management system and published carbon reduction plan with a net zero target date of 2040.

Tackling Economic Inequality - We will deliver tailor-made offers to support the communities and citizens in the localities in which we serve our customers.

Equal Opportunity - This is a fundamental principle of our business and the basis of our customer relationships.

Company Information

Company Details

MLL Telecom Limited

Marlow International, Parkway, Marlow, England, SL7 1YL

Company No: 02657917

Date of incorporation: 28th October 1991

VAT No: 203558428

Switchboard: 01628 495400

Website: www.mlltelecom.com

Contacts

Name: Ellie Coome

Position: Bid Manager

Tel: 01628 495 400

Email: gcloud@mlltelecom.com

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