

Cisco Meraki Managed SD-WAN

Service Description

G-Cloud 15

Company Name:	FluidOne Ltd
Legal Entity:	Private limited Company
Company Number:	05296759
Registered Address:	5 Hatfields, London, SE1 9PG

Contents

Cisco Meraki SD-WAN Managed Service Description	3
Key Features.....	3
Benefits	4
Service Inclusions	6
FluidOne Managed SD-WAN Service	6
Application Visibility & Management	6
About FluidOne	7

Cisco Meraki SD-WAN Managed Service Description

Delivering Reliable, Flexible, and Secure Wide Area Networking

Software-Defined Wide Area Networking (SD-WAN) is a transformative approach to enterprise connectivity, providing dynamic, application-aware routing and centralised management of network resources.

An SD-WAN Managed Service enables organisations to leverage the full benefits of SD-WAN technology without the complexity of in-house deployment and ongoing management. This service is ideal for businesses seeking to improve network agility, security, and performance across multiple sites, whilst reducing operational overhead.

Key Features

- **Centralised Management & Orchestration:** A unified Cisco Meraki portal for policy management, monitoring and real-time visibility across all sites.
- **Dynamic Path Selection:** Intelligent routing of application traffic based on performance metrics, such as latency, jitter and packet loss.
- **Multi-Connectivity Support:** Seamlessly integrates various connectivity types, including MPLS, broadband, LTE/5G and fibre, optimising cost and redundancy.
- **Enhanced Security:** Built-in encryption, firewall capabilities, segmentation and integration with cloud security platforms ensure robust protection for data and applications.
- **Application Optimisation & SLA:** Prioritisation of critical apps & real-time traffic shaping for improved user experience, including multi-path load balancing.
 - SD-WAN network and application performance dashboard
 - Network Visibility
 - Secure data logging & access
 - Performance Analytics and reports
- **24/7 Proactive Monitoring:** Continuous health checks and alerts, with rapid response to incidents and performance degradation.
- **Managed Deployment and Support:** End-to-end service, including site surveys, device configuration, installation, ongoing maintenance and technical support.
- **Software & Security Patch Management**
- **Secure WAN connectivity to private and public cloud**
- **Service / change requests.**
- **Service Delivery Management**
- **Co-Management (optional)**

Benefits

Agility and Scalability

Easily add or remove sites, adjust bandwidth and deploy new applications with minimal lead times.

Stronger Security

With consistent policy enforcement and advanced threat protection across the entire WAN estate, FluidOne's SD-WAN is built to meet network security best practices and protect against the latest security threats and cyberattacks using the latest technologies.

Our SD-WAN service prioritises the protection of customers sensitive data and assets. We incorporate industry-leading security appliances to provide end-to-end encryption, intrusion detection, and advanced threat intelligence, ensuring the highest level of data integrity and confidentiality.

Increased reliability

FluidOne's Managed WAN Service is delivered against Service Level Agreements (SLAs) that guarantee a level of reliability and performance. Our Aggregator Network and our choice of networking vendors uses advanced technologies and network redundancy design to ensure minimum network downtime.

Reduced operational costs:

While setting up and maintaining a WAN infrastructure in-house can be costly, managed WAN services often operate on a subscription or pay-per-use model, allowing businesses to scale resources according to their needs without significant upfront investments in hardware, software, and personnel, freeing up customer internal IT resources for other tasks.

Increased network uptime

FluidOne's Managed WAN Service is delivered against Service Level Agreements (SLAs) that guarantees a level of uptime. Our highly skilled and experienced engineering teams continuously manage and maintain the Aggregator network that delivers the Managed WAN Services.

This expertise within the FluidOne network engineering teams resolve WAN incidents, carry out software patches, config backups and change requests, ensuring customer network uptime is maximised.

Reduced risks

FluidOne's Aggregator Network complies with public sector industry regulations and standard regarding data privacy and security, reducing the burden on customers to maintain networks that adhere to their industry regulatory compliance, resulting in lower risk networks and network operations.

Improved quality of experience and productivity

Our SD-WAN service optimises network performance by intelligently routing traffic, prioritising critical applications and dynamically adapting to network conditions. This results in:

- Enhanced application performance
- Reduced latency
- Improved user experience and productivity for all users

Fast, Scalable & Flexible Cloud adoption

Our SD-WAN service provides the adaptability and flexibility to move, add, change and grow how network resources are applied to serve the changing business demands as workloads move between cloud landing zones without disrupting operations.

Actual network and application performance data, customer consultations and FluidOne networking expertise are combined to inform customers of network adaptations and optimisation option for specific customer business scenario.

Reduced Complexity

FluidOne's Managed SD-WAN Service can forward application traffic on all available WAN connectivity paths regardless of type or medium:

- Private / public connectivity
- Ethernet
- Broadband
- Copper
- Fibre
- Wireless
- Satellite
- 4G/5G
- 3rd party connectivity

SD-WAN overlay technology selects paths that are best for the business application to reach its cloud landing zone in real-time, protecting against the complexity of the underlay connection.

Empowered network improvement decision making

Our SD-Branch service provides customers within depth insights into the utilisation of the network on the SD-Branch. From the LAN switch to the wireless LAN and the clients connected at the edge this level of insight empowers networking stakeholders with the relevant information about how the network should be evolved to best support the demands of the business users at each point throughout the network. Making the right decisions for investment or rationalisation helps with stretched IT budgets.

Improved cost efficiencies

Our solution delivers cost savings through intelligent bandwidth utilisation, centralised management and reduced reliance on expensive legacy technologies.

Leveraging our expertise and economies of scale. All WAN paths and associated bandwidth can be utilised in an active/active architecture instead of a traditionally inefficient active/standby WAN solution.

Service Inclusions

Component	Description
Assessment & Design	Consultative workshops, network assessment and bespoke SD-WAN architecture design.
Security Patching	Pro-active management of SD-WAN edge devices, software versions, Common Vulnerabilities and Exposures (CVE) Patching
Deployment	Site preparation, device installation and configuration according to agreed design.
Monitoring & Management	24/7 monitoring, proactive incident response, performance tuning and regular reporting.
Support	24*7 Helpdesk access, remote troubleshooting and on-site engineering
Continuous Improvement	Regular service reviews, technology updates and recommendations for optimisation.

FluidOne Managed SD-WAN Service

FluidOne's Cloud Managed SD-WAN Services delivers 24x7 enterprise-class systems management for a Customer SD-WAN based on FluidOne's Aggregator Network.

Our Managed SD-WAN Service requires SD-WAN Customer Equipment (SD-WAN CE) from which FluidOne can monitor, manage and report on the health and performance of the clients' SD-WAN from each of the client's sites, network gateways and cloud landing zones, all via FluidOne's Management platforms.

The Service is designed to be highly flexible and insightful, giving clients' the ability to make informed traffic optimisation policy decisions that best meet their individual business needs today and into the future, ensuring the network can support private or public cloud migrations.

This is managed through FluidOne's advanced network monitoring and management platforms, informing clients through application and network performance dashboards & reports.

FluidOne's highly resilient Aggregator network and dedicated Service Desk engineering teams are driven by stringent SLAs to ensure minimal disruption to client's end users' productivity due to networking issues and maximises quality of experience.

Application Visibility & Management

Using the SD-WAN Dashboard we can provide full application visibility to clients with access to highly granular detail about business and non-business critical applications that are consuming bandwidth. What this means is informed policy decisions can be made about prioritisation, ensuring that only business critical applications are afforded the best treatment. The SD-WAN infrastructure constantly measures the performance of the wide area network and makes real time changes to traffic forwarding to ensure that user experience is maintained regardless of degradation.

About FluidOne

Trading Name:	FluidOne Limited
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Established in 2006 as independent data delivery business 'Fluidata,' we have been in business for close to 20 years. Innovation has always been at the heart of the business with Platform One winning the Queen's Award for Innovation in 2014, to today, firmly planting ourselves as a leading Connected Cloud Solution provider and one of the largest aggregators in the UK in terms of carrier choice, vendor selection and network reach.

Our vision is to become the best quality provider of Secure Connected Cloud Solutions to UK Businesses. Our strategy is to grow both organically and via acquisition, bringing an increased range of connected cloud related services to our client base. We've aggregated a powerful suite of solutions, combining everything from high-quality IT services to cyber security and beyond, to deliver a unified cloud experience for our clients' with our solutions secure by design.

As AI becomes a core enabler of innovation, a core part of our vision is to lead the way in secure AI adoption and to support the development of automation into our clients operations. We do this by combining innovative Secure Connected Cloud solutions with unmatched expertise and service, empowering businesses to thrive confidently in the AI era. Our toolkit seamlessly integrates AI for adoption across our client's workforce and applications, empowering their business to safely stay competitive and thrive in the AI era.

Core Service Areas & Mission

Our services are designed to help businesses modernise IT infrastructure, enhance security, leverage AI and data analytics to support their digital transformation. We empower our clients to work from anywhere, simply and securely, combining expert consultancy, specialists in delivery and in-life support across the following Centres of Excellence (CoE):

Centre of Excellence	Description
Secure Connectivity	With expert Solution Architects consulting our clients, we can provide MPLS, Internet, SD-WAN and SASE solutions designed with leading vendors. Our own core network is interconnected with a market leading range of carriers to deliver secure and resilient connectivity from fixed line access technologies, stand-alone 4G/5G services and innovative forward thinking satellite services.
Cyber Security	FluidOne Group brand CSA Cyber offers both offensive and defensive security services, led by experts with MOD and GCHQ backgrounds. Services help organisations to detect, protect and educate against the ever-changing cyber threat. With a dedicated team of cyber security experts, solutions consist of threat monitoring, detection, vulnerability assessments, penetration testing, consultancy and protection via our own 24/7/365 Security Operations Centre (SOC).

IT Services	Our IT & Cloud Managed Services provide flexible, scalable support, either as an extension of your existing IT team or as a fully outsourced solution. With over 30 years of expertise, we manage everything from network monitoring and data backups to cloud migrations and software management, ensuring your business-critical applications are always secure and accessible, no matter where your team is located.
Mobile & IoT	With an award-winning service desk, we provide traditional mobile voice and data services across all major UK networks as well as offering IoT connectivity solutions with global coverage. Rapid Site Deployment and leading satellite services are available via our unique managed mobile platform.
UCaaS & CCaaS	Market-leading UCaaS and CCaaS solutions, streamlining business communications for a fantastic end client experience.
Data & AI	Specialises in leading technological innovation, offering advanced solutions for rapidly changing data environments in the AI era. Our Data & AI team is dedicated to helping you utilise your data to your advantage and navigate AI adoption and automation. Database management & optimisation helps deliver actionable insights & increasing efficiency by facilitating data-driven decisions. From data cleansing and providing business intelligence services, to developing custom AI builds, we deliver solutions that allow you to sit at the cutting-edge of technology.

With these core Centres of Excellence (CoE), the company's mission is to enable businesses to thrive through secure, connected cloud solutions, focusing on simplifying complex technology and providing integrated IT, cyber, connectivity, cloud and mobile services as a single provider. Our teams have an inherent understanding of how to take complex hybrid multi-site environments and making them simple.

Accreditations

Quality is at the core of FluidOne's network design and business operations, and as part of this 6 ISO standards across quality processes, info security, business continuity, service management and environment are held. FluidOne Ltd is also Cyber Essentials certified.

- **ISO 27001** – Information Security Management
- **ISO 9001** – Quality Management Systems
- **ISO 14001** – Environmental Management Systems
- **ISO 20000** – Information Technology Service Management (ITSM)
- **ISO 22301** – Business Continuity Management
- **ISO 27701** – Privacy Information Management
- **Cyber Essentials**
- **Cyber Essentials Plus** (CSA Cyber)

Under a single partnership with FluidOne, clients can trust their security to committed and highly certified teams of specialists within Group Cyber Security brand **CSA Cyber**. With continuously growing capabilities and security certifications, cyber security operations are world-class and our customers can trust in the services we deliver. CSA Cyber currently hold the following certifications, demonstrating both the calibre of the people within the Cyber Centre of Excellence and ongoing commitment to excellence.



Awards

Name of Award	Year
Queens Innovation Award (Platform One)	2014
Enterprise Networking 2020 Top 10 SD-WAN Consulting/Service Companies in UK	2020
IT Europa Awards 2021 Vertical Market Solution of the Year	2021
The Billing People Awards 2021 Commitment to Customer Service Finalist	2021
The Billing People Awards 2021 Reseller Billing Team of the Year Finalist	2021
CIO Review 2021 Most Promising Cisco Solutions Providers in UK	2021
Best Companies 2021 [Technology Top 50, London's to 50 Mid-sized2* Outstanding]	2021
Technology Reseller Awards Best Public Sector MSP of the Year	2022
Technology Reseller Awards Best Enterprise MSP of the Year	2022
Best Companies 2023	2022
Best Enterprise Mobile/IoT Customer Solution	2023
Registered Partner of the Year – Samsung (Mobile)	2024
Cyber Security Partner of the Year (Comstor)	2025

Net Promotor Score (NPS)

A customer loyalty and satisfaction measurement taken from asking customers how likely they are to recommend products and services to others on a scale of 0-10.

At the heart of the FluidOne vision sits customer experience. Customer feedback is pivotal to success, and it is the driving force behind a strong determination for delivering quality customer excellence. Benchmarking takes place on a regular basis to support a model of continuous improvement

- The results of a collaborative approach to customer relationships and quality service has been evidenced by our market leading Net Promotor Score (NPS) consistently being above 80.
- Please see our latest score on our website: <https://www.fluidone.com/nps>



The industry average score is up to 40 and it is therefore credit to dedicated teams for delivering a consistently brilliant customer experience all while adapting to improvements we make within our operations.

How do we measure NPS:

NPS is measured through a few factors and a Senior Manager is assigned to contact customers directly to understand if something hasn't been up to their standard. Where appropriate, the business is then able to make changes and Senior Managers will continue to be on hand to discuss. Examples where feedback is requested:

- When we resolve a fault ticket, feedback is captured with a follow up survey
- When we complete an order, feedback is captured via a portal independent of FluidOne