

ITogether Service Definition Document – Cloud Managed Alt-Net

Detailed Description
Cloud Managed Alt-Net provides the ongoing operational management of alternative network connectivity services delivered via cloud-managed platforms. The service supports organisations that rely on non-traditional wide area network (WAN) connectivity such as alternative network providers, aggregated circuits, and cloud-managed SD-WAN solutions. The service focuses on maintaining availability, performance, and security across Alt-Net connectivity, often used to improve resilience, reduce costs, or support hard-to-reach locations. It includes continuous monitoring, incident response, and coordination with multiple connectivity providers. Delivered by experienced network specialists, the service removes the complexity of managing diverse connectivity estates and provider relationships. It provides a single operational view and consistent processes, even where underlying services are delivered by multiple third parties. Cloud Managed Alt-Net is suitable for public sector organisations seeking cost-effective, resilient connectivity for offices, schools, healthcare settings, and remote sites, while retaining central oversight and control.
Business Benefits
Improved resilience and availability • Diverse connectivity reduces reliance on a single provider. • Faster detection and resolution of connectivity issues. Cost efficiency • Enables use of lower-cost alternative network services. • Central management reduces operational overhead. Simplified operations • Single point of management across multiple providers.



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- Reduced complexity for internal IT teams.

Improved visibility and control

- Central insight into performance, utilisation, and incidents.
- Clear reporting to support assurance and decision-making.

Scalable and flexible

- Supports growth in sites and connectivity options.
- Adapts to changing operational and service requirements.

Access to specialist expertise

- Engineers experienced in cloud-managed networking and WAN technologies.
- Support for complex, multi-provider environments.

Standard Service Components

Service onboarding and discovery

- Review of existing Alt-Net connectivity and architecture.
- Identification of critical services, dependencies, and risks.
- Agreement of scope, responsibilities, and escalation paths.

Cloud-managed connectivity oversight

- Management of cloud-based network platforms.
- Centralised visibility of sites, links, and performance.
- Configuration of policies and connectivity profiles.

24/7 monitoring and incident response

- Continuous monitoring of connectivity and link health.
- Investigation and resolution of incidents.
- Coordination with Alt-Net providers and carriers.

Performance and resilience management

- Monitoring of latency, packet loss, and utilisation.
- Identification of degradation and recurring issues.
- Recommendations to improve resilience and performance.

Change and provider coordination



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- Support for new site onboarding and circuit changes.
- Change validation and post-implementation checks.
- Management of provider communications during changes.

Reporting and service reviews

- Regular reporting on availability, performance, and incidents.
- Insight into provider performance and trends.
- Scheduled service review meetings.

Service governance and support

- Defined service levels and operational processes.
- Clear escalation and communication routes.
- Alignment with public sector operational requirements.

Optional Service Components

To be discussed during scoping exercise.

Service Exclusions

Anything not specifically included in either the above or when the project is formally scoped.

Standard Support Services

8x5 support, Monday to Friday 9am to 5pm

Assumptions

Any and all information will be provided by the customer to enable the full onboarding of the product without hinderance

Contact

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