

ITogether Service Definition Document – Cloud Managed Internet Connectivity

Detailed Description

ITogether's Cloud Managed Internet Connectivity provides a comprehensive, scalable, and secure internet solution tailored to meet the specific needs of businesses. This service leverages advanced cloud technologies to ensure reliable, high-speed internet access with robust security features.

Business Benefits

1. **High-Speed Internet Access:** Fast and reliable connectivity suitable for all business sizes.
2. **Advanced Security Protocols:** Comprehensive security measures, including firewalls and encryption.
3. **24/7 Monitoring:** Continuous monitoring of network performance and security.
4. **Custom Configuration:** Tailored setups to meet specific connectivity and security requirements.
5. **Failover Solutions:** Ensures business continuity with automatic backup connections.
6. **Performance Reporting:** Regular reports on network usage and performance metrics.

Standard Service Components

- **Reliable Connectivity:** Deliver consistent and high-speed internet access to support business operations.
- **Enhanced Security:** Provide robust cybersecurity measures to protect data and network traffic.
- **Scalability:** Offer flexible bandwidth options that grow with your business needs.
- **Simplified Management:** Centralized cloud management of internet connections, reducing IT complexity.
- **Installation and Setup:** Professional installation and configuration of required hardware and software.
- **Ongoing Support:** Access to expert technical support and troubleshooting.
- **Regular Updates:** Firmware and software updates to maintain security and performance.
- **Performance Reviews:** Scheduled assessments to evaluate connectivity efficiency and suggest improvements.



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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 – enhanced support also available

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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