

ITogether Service Definition Document – Cloud Managed Network Devices

Detailed Description
ITogether's Cloud Managed Network Devices service provides comprehensive management of networking hardware such as firewalls, routers, switches, and wireless access points via the cloud. This service ensures optimal network performance, enhanced security, and scalability tailored to meet the dynamic needs of businesses.
Business Benefits
Remote Device Management: Configure, monitor, and manage network devices remotely. Real-Time Monitoring: Continuous surveillance of network performance and health. Automated Updates: Automatic updates for firmware and software to enhance functionality and security. Custom Configuration: Tailored device settings to meet specific network requirements. Security Controls: Advanced security protocols to safeguard network communications. Performance Analytics: Detailed analytics and reporting on network usage and trends.
Standard Service Components
Efficient Network Management: Streamline network operations with centralized cloud-based management tools. Scalability: Easily scale network infrastructure to support business growth. Enhanced Security: Implement robust security measures to protect network devices and data. Reliability: Maintain high levels of network uptime and performance. Account Management: Dedicated account manager to oversee service delivery and customer relations. SLA Compliance: Service level agreements detailing expected performance and uptime. Client Portal: Access to a client portal for managing service details and monitoring network status.
Optional Service Components
To be discussed during scoping exercise.



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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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