

Managed Networks

Service Definition

G-Cloud 15



Your *trusted* technology partner



Cyber security *without the complexity*

50

OF THE
INDUSTRY'S
MOST TALENTED
INDIVIDUALS

99%

CUSTOMER
SATISFACTION
SCORE

A TEAM OF
SC
CLEARED
ENGINEERS

FULL SERVICE
INNOVATIVE
IT SOLUTIONS

TAKING THE STRESS OUT OF TECHNOLOGY FOR CUSTOMERS

CUSTOMER
FIRST

SECURITY
FOCUSED

DELIVERING
REAL **VALUE**

Always *Connected*. Always *Protected*. Always *Supported*.

Cyber Security Services



LAN & Wireless
Networking



SD WAN &
SASE



Visibility &
Monitoring

Networking Services



Managed
Firewall
Services



Network
Based
Detection,
Reaction &
Protection



Managed
SOC &
Reduced
Alert Fatigue

Bespoke Visual Solutions



Emergency
& Situation
Rooms



Complex
Meeting
Rooms



Digital
Signage &
Video Walls

Wrapped up in our expert managed service

Summary

Vizst Technology's Network Solutions provide proactive cloud driven network services across switches, wireless and fabric.

Our customer focused design, delivery and support together with practical technology expertise will help elevate your organisation.

As a trusted a partner, our collaborative and open working ensures our team becomes an extension of your team.

Our solutions are from leading global vendors including Extreme Networks and HP Aruba.

Benefits

- 24×7×365 Management and Proactive Monitoring available
- Industry leading SLAs / reduced recovery time
- Single pane of glass management with centralised network visibility
- Simplified cloud networking
- Regular security and firmware patching
- In house support from Tier 1-3 vendor certified engineers
- Extreme Diamond Partner & PartnerWorks accredited

Extreme *Platform ONE*



An all-in-one, AI-powered networking platform that integrates secure connectivity, network management, security, and business operations into a single, unified experience. It is designed to radically simplify network and security management, reduce operational complexity, and deliver tangible efficiency gains for organisations of all sizes.

Key Features and Benefits:

Unified Platform: Combines network, security, and inventory management in a single, easy-to-use, real-time composable workspace for NetOps, SecOps, and business teams. This unified experience eliminates the need for multiple interfaces and fragmented tools, making it easier to manage and scale your network.

Built-in AI Automation: Extreme Platform ONE features conversational, multimodal, and agentic AI that automates and streamlines workflows across networking, security, procurement, compliance, and more. This can reduce manual effort by up to 90%, turning hours of work into minutes and enabling teams to focus on higher-value tasks.

Zero Touch, Zero Trust Networking: The platform includes pre-integrated zero trust access security and automated network fabric, enabling secure, scalable, and compliant connectivity everywhere with less manual effort and fewer risks. It supports cloud-based network access control and ZTNA (Zero Trust Network Access) in a single policy engine.

Advanced Inventory and Subscription Management: Provides centralised, AI-assisted management of all inventory, subscriptions, and contracts, simplifying financial management, renewals, and compliance. This helps organisations control costs and reduce the risk of disruption.

Simplified Licensing: Extreme Platform ONE offers radically simplified, inclusive licensing that covers network management, security, AI, and support services, making it as easy to buy and renew as it is to use.

Enhanced Visualisation and Troubleshooting: Multi-domain, multi-layer network views (including physical, logical, RF, and service layers) make it easier to explore, monitor, and troubleshoot the network. Real-time alerts, device health, and root cause analysis accelerate issue resolution.

Industry-Leading Support: Includes 24/7 access to in-house global technical support experts and AI-powered Service Agent for automated troubleshooting, GTAC ticket creation, and faster mean time to resolution.

Flexible Adoption: Existing Extreme customers can upgrade to Platform ONE subscriptions at their own pace, with backward compatibility for current management environments (such as ExtremeCloud IQ, Site Engine, or Controller).

Proven ROI: Platform ONE can reduce network downtime by up to 83%, cut manual effort by 90%, and deliver significant cost savings and improved uptime for organisations.

Industry-leading, cloud-driven network management platform designed to provide unified, full-stack management for wireless access points, switches, and routers across the entire network infrastructure.

Key Features and Benefits:

Unified, Full-Stack Management: Manage wireless access points, switches, routers, and third-party devices from a single, intuitive dashboard, providing a centralised view of your entire network infrastructure.

Multi-Vendor Support: Enables management and monitoring of third-party devices (as long as they support SNMP, Telnet, or SSH), presenting their data in a consistent format within XIQ.

Centralised Dashboards & Insights: Real-time network health monitoring, application visibility, comparative analytics, and integrated essential applications for comprehensive oversight and faster troubleshooting.

Unlimited Data Horizon: Device and port utilisation statistics are available for as long as needed, without requiring large local storage, thanks to cloud-based data retention.

AI/ML-Driven Analytics: Leverages machine learning and artificial intelligence to analyse millions of data points, enabling proactive management, rapid troubleshooting, and predictive insights to optimise network performance and reduce downtime.

Application Analytics: Provides deep Layer 7 application visibility, with thousands of application fingerprints for port-independent detection, customisable dashboards, and automatic reporting to identify shadow IT and monitor user experience.

Automation & Workflows: Highly automated tools for zero-touch provisioning, auto-provisioning, and graphical workflow automation triggered by events, syslog, traps, user actions, APIs, or schedules, reducing manual effort and increasing efficiency.

Role-Based Access & Security: Multi-user platform with definable roles and privileges, supporting granular policy enforcement, resource monitoring, and secure remote management.

Flexible Deployment Options: Can be deployed as a cloud-native solution or in conjunction with on-premises components like XIQ-Site Engine (XIQ-SE) for hybrid or air-gapped environments, supporting both connected and air gap modes.

Mobile Onboarding & Management: Supports mobile device onboarding and management for increased flexibility, including a companion mobile app with augmented reality features for Wi-Fi visualisation and troubleshooting.

Simplified Universal Licensing: Uses a single, portable license model across all device types and deployment options, making it easy to scale, adapt, and manage licensing efficiently.

Enhanced Security & Compliance: Granular policy controls, multi-method authentication, and robust access control features help organizations meet compliance obligations and secure their networks.

Cost Savings & Operational Efficiency: Subscription-based licensing and cloud-based management reduce total cost of ownership, streamline operations, and accelerate time-to-benefit for IT organizations.

Proven Scalability: Supports networks of any size, from small businesses to large enterprises, with the ability to manage millions of devices and hundreds of millions of clients globally.

Combine high-performance wireless technology, AI-driven operations and built-in security to deliver a resilient, scalable and future-proof Wi-Fi platform well suited to public sector, education, healthcare and enterprise environments.

Key Features and Benefits:

Centralised Cloud Management & Single Pane of Glass: Configure, monitor and troubleshoot wireless (and wired/WAN) infrastructure from a unified cloud dashboard, simplifying operations across multiple sites and devices. This provides real-time visibility into Wi-Fi health and usage from anywhere.

AI-Powered Insights and Analytics: Built-in AI and ML surface performance metrics, root cause analysis and usage insights, enabling teams to optimise Wi-Fi performance proactively and resolve issues before users are impacted.

Zero-Touch Provisioning (ZTP): New access points can be shipped to sites, connected to the internet, and automatically provisioned via the cloud without IT personnel onsite, accelerating rollouts and reducing deployment complexity.

Automated Monitoring & Proactive Alerts: The platform continuously monitors device and network health, alerting on anomalies so teams can detect and address potential issues faster, improving uptime and user experience.

Remote Configuration & Control: Manage SSIDs, security policies, firmware updates and AP settings remotely; ideal for distributed enterprises, retail, campuses and multi-branch networks.

Scalability Without On-Prem Controllers: Cloud management eliminates the need for dedicated on-site controller hardware, enabling organisations to scale wireless environments up or down easily and reduce infrastructure costs.

Real-Time Network Analytics & UXI: Aruba Central provides connectivity insights including client experience metrics, application usage stats and RF health, so teams can understand performance trends and optimise capacity planning.

Multi-Site & Distributed Workforce Support: The cloud platform is ideal for organisations with many locations or remote workers, letting Wi-Fi, network policies and security controls be consistent and centrally managed.

Cloud-Delivered Security & Policy Enforcement: Centralised policy management enables consistent application of authentication, segmentation and access controls across all wireless users and devices, increasing protection against threats.

Integrated Lifecycle Management: From onboarding and provisioning through firmware lifecycle and analytics reporting, the cloud platform provides a full device lifecycle workflow, reducing manual tasks and operational overhead.

Why *Vizst*



ISO 27001, ISO 9001,
ISO 14001, ISO
20000-1 & Cyber
Essential Plus



ITIL 4 Aligned UK
Based Service Desk



Supplier to NHS, Higher
Education, Local & Central
Government



Partnerships with
Leading Vendors



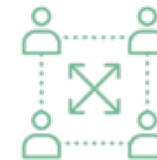
Flexible Delivery and
Support Models to Meet
Your Needs



Comprehensive Business
Continuity Plans and
Procedures

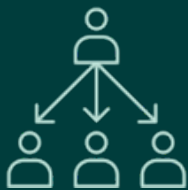


Vendor Certified Tier 1- 3
Engineers



Collaborative Working and
Open Communication
Channels from Service
Desk to CEO

Onboarding *Support*



PRINCE2 accredited Project Managers

Open and regular communication

Single point of contact for delivery



Standard project methodology

Sector experience e.g. term time, clearing, NHS emergencies



Experienced in Public Sector deployments

Successful delivery within NHS, Higher Education, Local and Central Government

After Sales *Support*



Named Account Manager

Named Service Delivery
Manager

Vendor Certified Tier 1-3
Support Engineers



UK Service Desk.

Remote and onsite support
available.

Packages from Break/Fix to 24/7
Fully Managed Service



Real-time Ticket Tracking

Scheduled Service Reports

Regular Service Reviews

Proactive Monitoring

Preventative Maintenance

Vizst Services *Overview*



	BREAK FIX		ESSENTIAL		ENHANCED MOST POPULAR		PREMIUM	
	SUPPORT HOURS: Mon-Fri, 08:00-18:00 excludes public holidays		SUPPORT HOURS: Mon-Fri, 08:00-18:00 excludes public holidays		SUPPORT HOURS: Mon-Fri, 08:00-18:00 excludes public holidays		SUPPORT HOURS: 24x7x365	
	ON CALL: Available out of hours POA		ON CALL: Available out of hours POA		ON CALL: Available out of hours POA		ON CALL: Included	
	Incident Response	Resolution Time	Incident Response	Resolution Time	Incident Response	Resolution Time	Incident Response	Resolution Time
P1	8 hours	N/A	4 hours	8 hours	2 hours	4 hours	30 mins	2 hours
P2	16 hours	N/A	8 hours	16 hours	4 hours	8 hours	1 hour	4 hours
P3	32 hours	N/A	16 hours	24 hours	8 hours	16 hours	2 hours	16 hours
P4	48 hours	N/A	24 hours	5 working days	16 hours	3 working days	4 hours	24 hours
Online Customer Portal Access	✓		✓		✓		✓	
Telephone & Email Support	✓		✓		✓		✓	
Remote Access Support	✓		✓		✓		✓	
Monitoring			✓		✓		✓	
Next Business Day Hardware Replacement			✓		✓		✓	
Technical Reviews			Bi-Yearly		Quarterly		Quarterly	
Quarterly Service Reports & Reviews			✓		✓		✓	
Software Update Releases (Major & Minor)			✓		✓		✓	
Appliance Backups			✓		✓		✓	
Patching Update Support			✓		✓		✓	
Named Account Manager			✓		✓		✓	

Add-on options include:

- Block Hours
- Service Delivery Manager
- Network Assessments
- Fully Managed Services

Offboarding & *Exit*



Access to relevant
data/information

Appropriate access for a new
provider

Novation of any outstanding
agreements



Defined exit process including
exit period and documented exit
plan



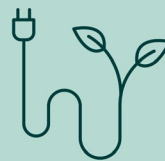
Retention and secure destruction
of personal/confidential data in
line with GDPR and Data
Retention policies.

Dedicated to *doing more*

By aligning our business strategies with ESG values, we strive to make a positive and lasting impact on the planet, our communities, and our stakeholders. Our relentless pursuit of a sustainable future mirrors our belief that responsible business practices are integral to both our success and the well-being of the global community.



We are dedicated to empowering the next generation through active support for schools and colleges in our community. As an Enterprise Advisor, we work closely with a local school to guide and inspire students in their career development.



We are committed to reducing our carbon footprint through eco-friendly working practices, EV car schemes and regular reviews to keep ourselves accountable.



We are working with Naomi House as our dedicated charity, raising money through endurance challenges & supporting them to make the site even better through gardening & decorating.

Don't just take *our word* for it



Your *trusted* technology partner

To find out how you can benefit from our Managed Networks service, please email sales@vizst.com or call us on 03333 442204

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