

# Infoblox DDI & Universal DDI *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 provide DNS, DHCP and IP Address Management (DDI) to simplify and unite networking and security. Enable greater network performance and protection with a single, secure and resilient solution from leading vendors such as Infoblox, with their cloud-native BloxOne platform and Universal DDI (UDDI) service.

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.

## Benefits

- 24×7×365 Management and Proactive Monitoring available
- Industry leading SLAs / reduced recovery time
- Single pane of glass management with centralised network visibility
- Improved security via DNS-based threat detection and blocking
- Regular security and firmware patching
- In house support from Tier 1-3 vendor certified engineers
- Seamless transition from on-prem DDI to cloud-managed services

# 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



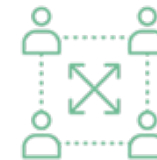
Flexible Delivery and  
Support Models to Meet  
Your Needs



Comprehensive Business  
Continuity Plans and  
Procedures

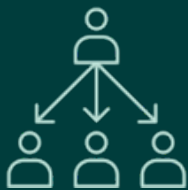


Vendor Certified Tier 1- 3  
Engineers



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 <small>MOST POPULAR</small>                               |                 | PREMIUM                    |                 |
|------------------------------------------|--------------------------------------------------------------------|-----------------|--------------------------------------------------------------------|-----------------|--------------------------------------------------------------------|-----------------|----------------------------|-----------------|
|                                          | SUPPORT HOURS:<br>Mon-Fri, 08:00-18:00<br>excludes public holidays |                 | SUPPORT HOURS:<br>Mon-Fri, 08:00-18:00<br>excludes public holidays |                 | SUPPORT HOURS:<br>Mon-Fri, 08:00-18:00<br>excludes public holidays |                 | SUPPORT HOURS:<br>24x7x365 |                 |
|                                          | ON CALL:<br>Available out of hours POA                             |                 | ON CALL:<br>Available out of hours POA                             |                 | ON CALL:<br>Available out of hours POA                             |                 | ON CALL:<br>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



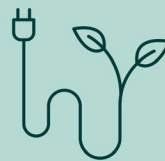
Retention and secure destruction  
of personal/confidential data in  
line with GDPR and Data  
Retention policies.

# 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](mailto:sales@vizst.com) or call us on 03333 442204

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