

Ongoing Support Services

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 offer professional support services designed around your Cloud solutions from vendors including Extreme Networks, Palo Alto, Cato Networks, HP Aruba and Microsoft from our in-house, UK based Service Desk and Network Operations Centre (NOC).

We provide customer focused expertise, practical technology experience and flexible support packages to resolve issues and requests quickly so you maximise value from your stack.

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

Benefits

- Strategic partnership to drive value from your digital transformation
- A range of flexible packages from break/fix to fully managed services
- Options include Block Hours, 24×7 Proactive Monitoring and Service Delivery Manager
- Increased delivery assurance and reduced risk
- Industry leading SLAs with 15mins response time for critical Azure support
- Full governance, regular reporting and service reviews for stakeholders
- ITIL-4 aligned Service Management

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



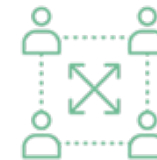
Flexible Delivery and
Support Models to Meet
Your Needs



Comprehensive Business
Continuity Plans and
Procedures

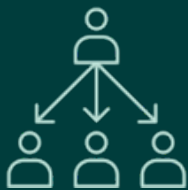


Vendor Certified Tier 1- 3
Engineers



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



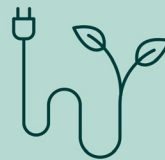
Retention and secure destruction
of personal/confidential data in
line with GDPR and Data
Retention policies.

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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