

Service Definition: 24/7 Managed Support & Proactive Monitoring

Category: Cloud Support (Lot 3)

Core Technologies: F5, Cisco Meraki, Palo Alto, Extreme Networks, Cisco ACI/NDFC.

1. Service Overview

We provide a comprehensive "Managed Service Wrap" for your private and hybrid cloud infrastructure. Our service delivers 24/7 proactive monitoring, incident management, and performance optimization across specialized networking and security ecosystems. By acting as a technical extension of your team, we ensure the high availability, security, and resilience of the critical fabrics—such as Cisco ACI and Extreme—and security perimeters—such as Palo Alto and Fortinet.

2. Service Features

- 24/7 Proactive Monitoring: Real-time health and performance tracking of Cisco ACI and NDFC fabrics.
- Managed Application Delivery: Expert administration and tuning of F5 BIG-IP load balancing services.
- Security Perimeter Oversight: Full lifecycle management of Palo Alto and Fortinet firewall policies.
- Cloud-Managed Networking: Continuous optimization and troubleshooting of Cisco Meraki environments.
- Automated Incident Alerting: Rapid notification and triage of infrastructure events via ITIL-aligned processes.
- Vulnerability & Patch Management: Scheduled firmware updates and security patching for network appliances.
- Configuration Management: Regular backups and version control for all fabric and security devices.
- Performance Capacity Planning: Data-driven insights to scale infrastructure ahead of demand.
- Secure Remote Access: Management of VPN and ZTNA solutions for distributed workforces.
- Dedicated Service Desk: Direct access to Tier 2 and Tier 3 specialist engineers.

3. Service Benefits

- Ensures Maximum Uptime: 24/7 monitoring detects and resolves issues before they impact services.
- Reduces Operational Burden: Frees internal staff to focus on strategic digital transformation projects.
- Minimizes Business Risk: Professional management of security policies protects against evolving cyber threats.
- Cost Predictability: Fixed-price managed support eliminates unexpected emergency call-out costs.
- Accelerates Resolution: Direct access to technology specialists significantly reduces Mean Time To Repair (MTTR).

- Continuous Compliance: Align with security standards through regular auditing and patching.
- Improved User Experience: Optimized application delivery (F5) ensures fast, reliable access for citizens.
- Scalable Support Model: Easily add new sites or cloud workloads to the managed environment.
- Enhanced Visibility: Detailed reporting provides a clear view of infrastructure health and security posture.
- Seamless Change Management: Expert handling of complex fabric and firewall changes reduces human error.

4. Scope of the Service

Not included

- Purchase of hardware, software, licenses, subscriptions
- Legacy network support
- EOL network support
- Third-party tooling or services

5. Onboarding and Implementation

Our 20-day onboarding process is designed to minimize risk during transition:

- Phase 1: Discovery: Audit of existing F5, Palo Alto, and Cisco configurations.
- Phase 2: Tooling Setup: Secure integration of our monitoring agents and remote access jump-boxes.
- Phase 3: Service Baseline: Verification of current "as-is" performance metrics and alerting thresholds.
- Phase 4: Handover: Final workshops to confirm escalation paths and go-live for 24/7 support.

6. Service Levels (SLA)

We offer industry-leading response and resolution targets:

Priority	Acknowledgment	Resolution Target	Description
P1 - Critical	15 Minutes	4 Hours	Total service loss or security breach.
P2 – High	30 Minutes	8 Hours	Significant performance degradation.
P3 - Medium	60 Minutes	24 Hours	Minor issue affecting small groups.

7. Service Constraints

- Hardware: Support only; buyers must provide physical equipment and vendor maintenance (e.g., SmartNet).
- Access: Requires persistent, secure remote access to management planes (e.g., APIC, Panorama).
- Maintenance: Changes are performed during pre-agreed maintenance windows only.