

MANAGED NETWORK SERVICES





About Boldyn Networks

Boldyn Networks is one of the world's largest neutral host providers, delivering the advanced shared network infrastructure needed for a smart, inclusive and sustainable future.

We don't just talk about tomorrow. We build the foundation that makes it possible – enabling new opportunities across transport, enterprises, industry, education, government, military and cities.

Every environment is different. So is every customer.

That's why we take the time to understand your needs. Then deliver network solutions tailored to you. Whether that's high-performance wireless connectivity for complex, high-density environments, or citywide networks connecting millions daily. We've built some of the world's largest public and private Wi-Fi deployments. Both above and below ground. From university campuses to major venues and cities like New York, Rome and London; millions rely every day on infrastructure we design, deploy and manage.

With headquarters in the UK and operations across North America, Europe and Asia, we bring the combined scale and global expertise to every project. Our global portfolio includes 300+ connected venues, 75+ US military bases, 130+ private networks, six major citywide transit systems serving 7.8 billion rides annually, 5 major citywide networks and even more connectivity solutions reaching over 1 billion people worldwide.

Majority owned by CPP Investments, one of the world's largest pension fund managers with C\$777.5 billion under management (as of September 2025), we have the financial strength and long-term vision to deliver on complex infrastructure partnerships that create lasting value.

Join us in unlocking the power of an interconnected future.

■ Offload network operations, not control

Maintaining a secure, segmented, high-performing network is hard. Too many IoT devices along with ever-growing networks make the job even tougher, especially with limited IT staff and expertise.

Managed Network Services delivers the core, wired, and wireless infrastructure you need, with network access control (NAC), next-generation firewalls with VPN, and 24x7 support and monitoring.

But I can't control what I can't see, we hear you say.

With robust core services, available service add-ons – managed Network Services helps you deliver reliable connectivity to your site without sacrificing visibility and control.



Cultural alignment

The importance of executive sponsorship, communication and collaboration, and governance.



Operational excellence

The integration of robust Boldyn processes with those of your site to deliver exceptional service.



Technical expertise

The evaluation of your institution's current environment to optimise upgrades, including support, meet SLAs, and stay ahead of the technology curve.



Financial stability

A review to ensure proper stewardship of your resources and exploration of how a managed services project works within.



■ Partner to achieve peace of mind

With technology changes coming hard and fast and bandwidth needs doubling every 18 months, it's easy to be unpopular come budgeting time. Outsourcing can tackle these challenges head on, but handing over the keys to your network can be unsettling. A true partner with a commitment to visibility and control can help you overcome the challenges of network management while enhancing your peace of mind.



Overcome the challenges of network ops

With hundreds of internal customers with wildly disparate needs taking up already limited staff time, it's difficult to accomplish your strategic goals. Partnering an industry expert can help resolve issues fast – often before they happen – without soaking up in-house resources. We'll help you and your colleagues focus on what matters most.

Included in a comprehensive engagement or as a standalone service for existing networks, we deliver 24x7 monitoring with proactive support and issue resolution, along with dispatch of onsite support.

Easily manage network access

Not every user should have access to your network. Managed Network Services keep out potential attackers by recognising each user and device. Enforcing security policies that block non-compliant endpoint devices or provide only limited access. Maintaining a secure network while providing users with access to the systems helps you achieve improved security and IT efficiencies.

With us, it's easy to onboard visitor and staff devices while maintaining an effective security policy. Support for a range of authentication protocols enables greater administrative flexibility while ensuring an optimal balance of security and ease-of-use for all users.

■ Managed Network Services

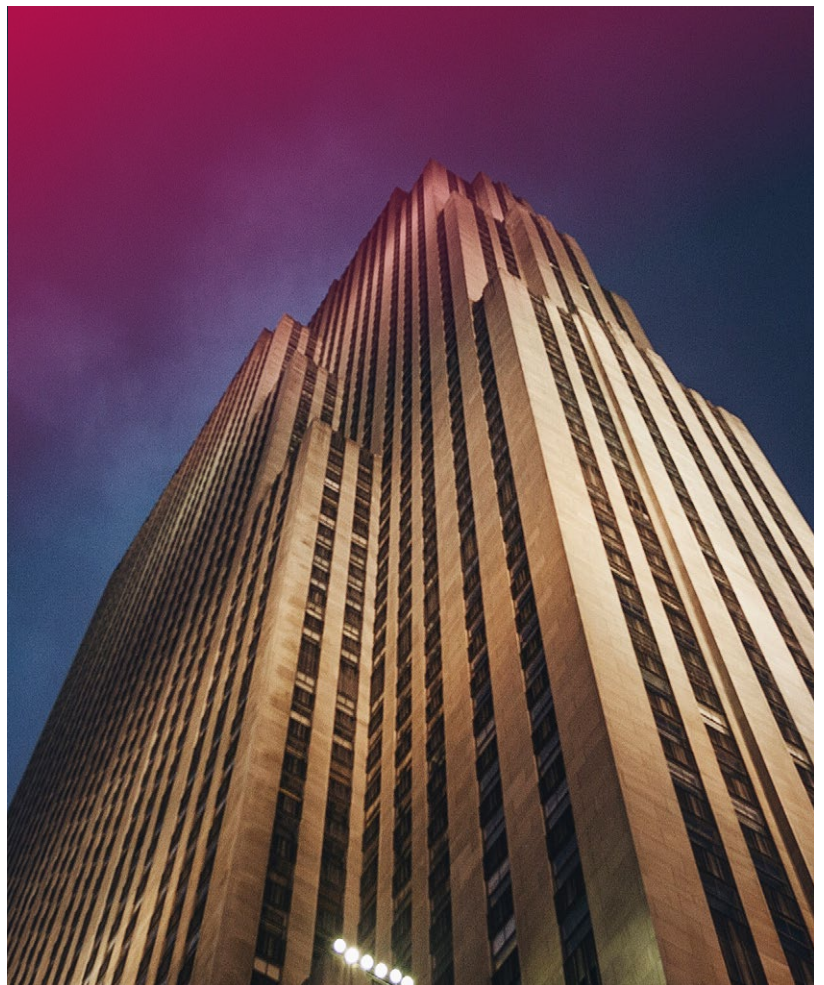
Managed Network Services are flexible and include a core set of services to modernise and manage your network, along with a menu of secondary add-on services to suit your specific project needs.

Core services reflect a typical customer engagement but have the flexibility to be scaled up or down as project or budget needs require. We'll work with you to assess and plan your network needs.

Boldyn Networks delivers advanced shared network infrastructure for a smart, inclusive and sustainable future. We enable connected transit, venues, enterprises, heavy industry and smart cities to create new possibilities in the way people live, work and play. We do not just talk about the future, we help build it. Creating the foundation from which a better collective future can be imagined. The service overview provides a high-level view of our service capabilities.

The scope is adaptable and refined through detailed scoping and consultation to align with each project's specific requirements. Service components are tailored per engagement, and certain offerings may rely on the customer's existing infrastructure or thirdparty authorisations, for example when facilitating eduroam™, OpenRoaming™ or cellular offload. All services are built on our core network service management, with additional components offered as optional, value add modules. These optional services are tailored during scoping to meet customer requirements and to deliver the most effective and cost efficient solution for both current and future needs.

Managed Network Services provides tailored, scalable network infrastructure solutions for organisations. With reliable, high performing connectivity in place, IT teams can support cloud based services, hybrid working and diverse device usage.



Key service overview

Feature	Detail
Managed Wi-Fi service	Boldyn delivers a fully managed Wi-Fi service that includes end-to-end operational management of the wireless estate, covering incident handling, change control, firmware and security updates, and proactive fault detection. Users benefit from consistent service availability supported by 24x7 monitoring, automated alerting, and engineering intervention when required. The service integrates with identity and access-control policies to ensure secure onboarding for staff, residents, guests and IoT devices. Regular performance reviews, RF health checks and optimisation activities ensure the environment remains stable as usage patterns evolve, with clear reporting via the service management portal.
High capacity internet service and secure internet gateway	Symmetrical internet services deliver highspeed connectivity to dense environments, with diverse physical paths supporting uptime and resilience. Intrusion detection and prevention for enhanced perimeter security, along with threat-based URL filtering to safeguard data. Identification and control of cloud and web applications with broad application visibility and control.
High capacity, low latency user access network	Sitewide Wi-Fi coverage using current standards, providing highspeed wireless access with efficient radio resource management that increases density and speed. Advanced Ethernet switching with user access speeds aligned to requirements. Power over Ethernet delivery supporting device diverse environments. Redundant power solutions for greater network resiliency and cost efficiency. Multihomed network backbone interconnects with scalable capacity to support future growth.
Software defined access control and identity management	Unified security policy across all network connections. Integrated device identification and role-based access with automated onboarding for seamless management of corporate and personal devices. Simplified user and guest access via customisable web portals.
Design and consulting services	Custom network service development aligned with evolving requirements, informed by thorough needs assessment. Security architecture crafted to integrate with organisational policies and applicable standards. Comprehensive Wi-Fi surveys (active, passive and predictive) to optimise access point locations and minimise interference. Detailed network documentation provided post implementation to support transparency.
Ongoing network assurance	Proactive network management with continuous monitoring and rapid issue resolution to maintain performance and user experience. Regular preventive maintenance and performance evaluations across all network systems. Inclusive software patch management to maintain security and functionality. Comprehensive backup solutions and equipment redundancy, both onsite and remote. Engineering support and 24/7 help desk for incident response.



Core services

Service	Attributes	Benefits
Secure core & wired infrastructure	- Upgrade, installation and management of core routers and distribution switching - Network Segmentation	To enhance network protection, network segmentation enables isolation of vulnerable devices from mission-critical network servers and data
Secure Wi-Fi infrastructure	- Upgrade, installation, and management of in-building and outdoor wireless access points and related controllers - Secure Wi-Fi solutions using industry standard encryptions and protections	Secure Wi-Fi encrypts data before transmitting it over-the-air, preventing others in the immediate area from intercepting the communication signal and gaining access to potentially sensitive user data
Network Access Control (NAC)	- Support for captive portal, federated ID providers (e.g., eduroam™, OpenRoaming™, Cellular offload), guest access, and MAC-address-based authentication - Upgrade, installation, and management of on-premises NAC equipment	Support for a range of authentication protocols enables greater administrative flexibility while ensuring an optimal balance of security and ease of use for all users
Next-gen security firewall	Deployment, Upgrade and management of network firewalls at one or more sites	Next-generation security and protection of mission-critical data, in transit or at rest, across multiple physical locations
Support & monitoring	15-minute response time SLA for critical issues and outages - Field service coordinator dispatch with on-call support after hours 24x7 monitoring of all managed equipment in the Boldyn NOC 24x7 UK-based phone support - Dedicated Client Services Manager - Online client portal and incident management system	24x7 support and issue resolution via phone or email - Dispatch of onsite support, including parts replacement, offloads issue resolution from administrators and IT staff - Deeply experienced NOC management staff identify and respond to network issues as they happen to ensure the highest levels of availability and performance

Service overview

Service	Attributes	Benefits
Support for federated services	- eduroam™ is a “federation” of education centres with a shared framework for network authentication. - OpenRoaming™ is a “federation” of other 3rd party identity providers - Cellular offload uses a federated service for providing Wi-Fi access for mobile subscribers	- Boldyn's support for eduroam™ allows students, and staff to get online at any eduroam™ member institution using a home school user ID and password. - OpenRoaming™ allows seamless Wi-Fi access & roaming for users subscribed with 3rd party identity providers. - Cellular offload can compensate for poor mobile coverage/service for indoor area.
Wi-Fi design and consultancy	- Technical assessment of the Wi-Fi environment using survey to validate coverage, optimise AP placement, configuration and reduce performance or interference risks. - Site assessment for greenfield deployments to define optimal AP locations, validate design assumptions and ensure reliable coverage before installation begins.	- Delivers accurate AP placement for reliable coverage and capacity. - Identifies RF issues early to prevent service degradation. - Improves user experience through evidence-based optimisation. - Reduces remediation costs by validating designs before deployment. - Provides clear, actionable reporting for technical and non-technical stakeholders. - Supports long-term stability with insights for ongoing performance planning.
Bandwidth management	Procurement and management of any vendor relationships	Boldyn expertise, flexibility, vendor relationships, and buying power ensure the right circuit at the right cost for the project at hand (often at a cost lower than that available to the customer on their own).
Cabling & infrastructure improvements	- Upgrade, installation, and management of hardware - Upgrade and installation of network cabling	Customised upgrades of cabling and infrastructure ensure the highest levels of availability and performance.
Additional network monitoring	24x7 monitoring of networking equipment	NOC monitoring of all equipment provides a comprehensive view of network performance, eliminating many bottlenecks and issues before they happen.
After-hours & overflow help desk	24x7 and overflow phone support for customer IT help desk	Backup support services to customer's IT help desk drive a higher volume of issues to resolution faster, driving business-day and after-hours productivity gains.

Service management and operation

Boldyn provides professional service management and operational support teams, that are aligned with the Information Technology Infrastructure Library (ITIL & ISO) best practice framework, supporting incident management, change management, problem management and more.

Scope of services

Boldyn Networks will provide a comprehensive range of services to ensure the successful operation and maintenance of the Wi-Fi and supporting services within scope.

Service	Service description
Remote support – incident management	Our in-house engineers will offer the end user remote assistance to resolve any network issues promptly
Proactive monitoring	Continuous monitoring of network performance to detect and address potential issues before they impact operations
1st line helpdesk	Initial point of contact for customer experiencing technical issues related to the service.
2nd/3rd line support	The team will handle complex issues and provide advanced support
On-site incident cover (field support)	On-site support for any incidents that require physical intervention
Change management	Structured processes to manage network changes efficiently and minimise disruptions.
Service management	Regular reporting on network performance and service levels to keep you informed including a Quarterly Service Review.
Storage/logistics for hardware spares	Management of spare hardware to ensure quick replacements when needed
Security	Patch Management – Timely updates and patches to ensure network security and stability Event Monitoring – monitor and triage alerts that are generated and ensure any that required action are passed to the relevant team. This guarantees any issues that are automatically generated are reviewed and actioned where necessary

Example Service Level Agreements (SLAs)

*Example of Diamond Tier SLAs currently delivered.

Service level discovery takes place at scoping stage of project. Fully Bespoke and customisable to organisational needs.

Service	Service description	Target resolution
Priority 1	Total loss of service, or critical service failure	4 Service Hours
Priority 2	Severe degradation of service at one or more customer premises	8 Service Hours
Priority 3	Operational performance of a minor part of IT is impaired while most business operations remain fully functional	72 Service Hours
Priority 4	Configuration Change or request for information	10 Business Days

Service hours

Service	Service description
Priority 1, Priority 2, Priority 3	24x7x365
Change management and general enquiries – priority 4	09:00 – 17:30, Monday to Friday

■ Survey services

Service overview

Boldyn Networks provides professional Wi-Fi survey services to assess, plan and optimise enterprise wireless networks for public sector environments. Services are delivered by certified engineers using industry-leading tools and methods.

Scope of services

This service definition covers three survey types:

- Predictive Desktop Survey (design estimation from digital plans)
- Pre-Installation Survey for greenfield/brownfield (on-site validation of planned AP locations, attenuation and mounting)
- Health Check Survey (on-site assessment of existing Wi-Fi, coverage and capacity)

Features and benefits

Features

- Ekahau-class predictive modelling and on-site validation
- Signal strength and quality metric heatmaps
- Spectrum observations where interference is suspected
- Findings and recommendations aligned to vendor-neutral best practice

Benefits

- Evidence-based design decisions and accurate implementation guidance
- Improved coverage, capacity and user experience
- Reduced remediation risk before and after installation
- Actionable reporting for stakeholders and installers

1 Service levels

Service request	Survey engineer scheduled for next mutual availability with customer
Report submission	Within agreed period following completion of survey
Business hours	09:00–17:00, Monday–Friday (UK working days)

2 Delivery and onboarding

- **Kick-off:** confirm scope, critical areas, device categories and coverage/capacity requirements.
- **Inputs:** customer provides scaled digital floor plans (DWG/DXF/PDF/JPEG/PNG).
- **Survey:** predictive modelling and/or on-site measurements, spectrum observations as needed.
- **Analysis:** compile heatmaps, observations and recommendations.
- **Review:** walkthrough of report, Q&A and next steps.

3 Reporting and deliverables

- PDF report containing heatmaps and visual overlays.
- Findings and observations with prioritised recommendations.
- For Pre-Installation: AP model and mounting guidance, position marked on floor plans.

4 Roles and responsibilities

4.1. Boldyn responsibilities

- Provide qualified engineers and deliver in line with agreed service levels.
- Use vendor-neutral best practices and incorporate customer inputs.
- Provide final reports and review session.

4.2. Customer responsibilities

- Digital floor plans (DWG/DXF/PDF/JPEG/PNG), scaled and representative of the site.
- Confirm coverage/capacity requirements, areas to address and redundancy requirements.
- Share known problem areas and device profiles where relevant.

5 Access and prerequisites

- Access via Boldyn account manager (phone or email).
- Physical site access coordinated with customer facilities teams.
- For predictive surveys, floor plans must be suitable for modelling (scale, materials where available).

6 Security and data handling

- Reports are provided in PDF and may be shared via secure download links for large files.
- Customer-provided floor plans and data are handled in line with buyer policies and applicable UK data protection laws.

7 Dependencies and exclusions

- Reports intentionally focus on core outputs to keep them concise; extended datasets can be provided on request.
- Material changes to building layout or RF environment after survey may affect accuracy and require change control.



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To learn more visit **boldyn.com**