

littlefish GROUP

CISCO MERAKI

Design, Deployment and Managed Services

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Service Overview

Embrace digital transformation with Littlefish's comprehensive suite of Cisco Meraki networking solutions, meticulously tailored to your organisation's needs.
Led by our team of experienced cloud architects and engineers, we can help you with the transformation and in-life management of your network infrastructure. Whether it's a simple lift and shift migration to a new platform, or the complete redesign of the network and introduction of SD-WAN, we have you covered.

Our service isn't just about getting you on to a more secure, scalable and performant platform, it's about helping you to operate that new digital platform so that it continues to deliver value into the future. In short, our tiered in-life services align with your business and technical requirements to drive long-term value.

The Littlefish Approach

Our modular approach allows you to choose the right level of service for your specific needs. This might be a simple support plan where we provide reactive support and assistance when you need it, or a fully managed service where we proactively manage, maintain and optimise your network solution on your behalf.

Key Features

Littlefish will provide a combination of the following activities as part of the service. The specific features and activities will be determined by the specific customer requirements.

- **Consultation and Design:** We begin by understanding your unique business requirements, current infrastructure and future goals. Our certified architects will then collaborate closely with your team to design a customised network architecture that maximises performance, enhances security and drives cost efficiency.

- **Deployment and Migration:** Leveraging best practices and industry-leading tools, we design a migration approach that limits downtime and provides the most seamless possible experience for staff. Our experienced deployment team ensures minimal disruption to your operations and facilitates a smooth transition to the new network.

- **Security and Compliance:** Security is our top priority. We implement robust security measures, including identity management, encryption, and access control to safeguard your data and applications running over the network. We patch Meraki as patches are released by the vendor utilising the native tools. Additionally, we assist you in achieving and maintaining compliance with industry regulations and standards.

- **24/7 Monitoring and Support:** Our dedicated support team provides round-the-clock monitoring and proactive support to ensure the availability, performance and reliability of your network. Whether it's troubleshooting issues, applying patches, or scaling resources, the Littlefish team will be here to support you.

Service Management

Ongoing engagement and dialogue are key to a successful partnership, which is why Littlefish provide structured reviews with the customer on a regular basis.

Service Review

Typically, Service Reviews are conducted monthly to evaluate the ongoing effectiveness of Littlefish's services. The Service Review Board convenes either in person or via voice conference, comprising the customer's IT stakeholder (or equivalent role) and the designated Littlefish Service Account Manager (SAM). Additionally, a Littlefish technical resource may participate as needed.
Agenda items for the Service Review encompass:

- Performance Evaluation against SLA.
- Examination of the Consolidated Infrastructure Health Report (if selected).
- Analysis of Trend Analysis Report.
- Dispute Resolution and addressing any areas of concern.
- Review of the Continual Improvement Program.

The Littlefish SAM documents the main topics discussed during the Service Review and any ensuing actions.

Governance Board

In addition to the service reviews, Littlefish and the customer may periodically convene a Governance Board to assess:

- Overall Service Performance.
- Customer Business Strategy.
- Suitability of the service agreement.
- Opportunities for Littlefish to further enhance the customer's business objectives.

Through a blend of tools, processes and personnel development, Littlefish consistently endeavours to elevate the services delivered to our customers. As part of the monthly Service Review process, Littlefish demonstrates to the customer the steps taken to enhance services and, when applicable, showcases improvements through enhanced service reporting metrics.

Customer Benefits

- **Cost Savings:** By leveraging our expertise in optimising Cloud resources and implementing cost-saving strategies, you can significantly reduce your overall IT expenditure while maintaining high performance and reliability.
- **Enhanced Security:** Protect your sensitive data and applications with our robust security measures, including encryption, access control and frequent patching. Gain peace of mind knowing that your assets are safeguarded against cyber threats and data breaches.
- **Improved Performance:** Our meticulous design and optimisation processes ensure that your network operates at peak performance, delivering faster response times, reduced latency and enhanced user experience for your applications and services.
- **Reliability and Business Continuity:** Minimise downtime and ensure uninterrupted operation of your critical systems with our reliable failover and high availability solutions. Rest assured that your business is prepared to withstand unforeseen disruptions and maintain continuity.
- **Access to Advanced Technologies:** Stay ahead of the competition by harnessing the power of cutting-edge Cloud services and technologies. Our experts stay abreast of the latest advancements in cloud computing to help you leverage innovative solutions that drive business innovation and growth.
- **Expert Guidance and Support:** Rely on our team of certified Network professionals for expert guidance, proactive support and personalised assistance throughout your cloud journey. From initial consultation to ongoing management, we're committed to helping you maximise the value of you network investment for your organisation.
- **Compliance and Regulatory Assurance:** Meet regulatory requirements and industry standards with confidence, knowing that our solutions are designed to help you achieve and maintain compliance with applicable regulations, such as GDPR, HIPAA, PCI-DSS and more.
- **Focus on Core Business:** By offloading the complexities of Cloud design, deployment and management to our experienced team, you can redirect your time, resources and energy towards driving innovation, serving customers and achieving strategic business objectives.

- **Partnership for Success:** We view our relationship with clients as a partnership built on trust, collaboration and mutual success. Count on us as your trusted advisor and ally in realising the full potential of the networking for your organisation's growth and success.

- With Littlefish as your strategic partner, you can unlock the opportunities afforded by digital transformation and cloud computing and position your business at the forefront of innovation and growth.

About Littlefish

- Littlefish is an award-winning Cloud based Manage d IT Services Provider. Through our capability and delivery of service excellence we have become an established and credible alternative to the 'usual suspect' large Multi £Billion Managed Service Providers and IT Outsourcers in the mid-market and enterprise.

- Our purpose is to disrupt the conventional Managed IT Services models – where the usual suspects typically fail to perform – by delivering service solutions that are tailored to the precise needs of your organisation and which are communicated in clear and straightforward language. Our people (and users) first approach delivers a higher quality experience and will add tangible business value to your organisation.

Our service solutions are designed to consider and deliver tangible outputs in terms of improved business performance. The IT experience of your users can be enhanced to promote more agility and improved quality output. Furthermore (but often overlooked), highly available, better performing IT services, with expert support on hand when it's needed to get your users working again, can engender employee health and well-being. Because of these deliverables, workforce productivity levels are increased, and it's likely that our highly attuned service model will also enable you to effect cost-efficiency gains. What's not to like!

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Low Code Application Development
Intelligent Automation

Microsoft Solutions Partner
Modern Work

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CRN CHANNEL AWARDS 2025
MSP OF THE YEAR

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CREST SECURITY OPERATIONS

CYBER ESSENTIALS CERTIFIED PLUS

ISO 27001 ISOQAR REGISTERED

ISO 9001 ISOQAR REGISTERED

ISO 14001 ISOQAR REGISTERED