CISILION

Connect with us:



G Cloud 15
Service Definition Document
Lot 3 Cloud Support

Network Operations Management

19.01.2026

1.1 Disclaimer

Copyright © Cisilion Limited 2024. All rights reserved.

This is a confidential document. Any unauthorised dissemination or copying of it, and any use or disclosure of any information contained in it, is strictly prohibited and may be illegal. If you have obtained it in error, please inform Cisilion Limited as soon as possible.

Although Cisilion Limited has tried to ensure that the information in this document is accurate, we cannot be held responsible for any reliance that you place on it, and we give no warranty or assurance in that respect. Nothing shall exclude our liability for any matter that would be illegal for us to attempt to exclude.

Cisilion Limited is registered in England under company number 3902228.

Registered Office: Cisilion House, Guildford Road, Leatherhead, Surrey, KT22 9UT.

.

2. Cisilion Business Overview

Cisilion is a UK-based technology consulting and managed services company that specialises in providing a range of IT services and solutions to businesses. Formed in 2000, our first vendor relationship was with Cisco, and we grew our business based on the Cisco product set and associated services. With a reputation for excellence, we have a proven track record of successfully implementing and supporting IT solutions and now provide our services to clients in over 70 countries across 5 continents.

It is testament to the expertise of our technical teams and the unwavering principles we have, that we have been a Cisco Gold partner, Cisco's highest accreditation for over 18 years. We hold both the Cisco Gold Integrator and Cisco Gold Provider status, one of only a few partners in the UK to do so. We are audited every 12 months to ensure compliance to the partner program and that we have the necessary skills to design, implement and support the Cisco product set. This requires all our engineers to undertake continuous learning to keep their knowledge up to date and relevant.

In addition, we also hold additional specialisations that require certification above and beyond the Gold accreditation.

- Master and Advanced Collaboration Architecture Specialisation
- Advanced Data Centre Architecture Specialisation
- Advanced Enterprise Networks Architecture Specialisation
- Advanced Security Architecture Specialization
- Advanced Video Specialization
- Master Collaboration Specialization
- WebEx Cloud Collaboration Resale Partner
- Cloud Services Reseller
- ATP - Cisco Application Centric Infrastructure
- ATP - Cisco TelePresence Video Master
- ATP - Identity Services Engine

Continuing our relationship with Cisco requires significant investment and we established our own Service Centre and successfully become accredited to provide Cisco Partner Support Service (PSS) to compliment Cisco's own Smartnet offering. More recently in 2023 we became a Cisco PLSS certified partner, e-bonding our Service Centre with Cisco TAC providing for automated ticket flows.

Why Cisilion:

- 1 of 2 Cisco FSO Managed Service Providers in EMEA – (Full Stack Observability)
- Top 5 Cisco Certified Managed Service Provider in UK

- Cisilion's success hinges on skilled teams and adherence to proven processes. With over two decades of infrastructure project delivery and critical service management, Cisilion is primed to meet Buyes support requirements.
- Highly Experienced Teams: Solution Architects, Field Engineering, and Project management teams with extensive expertise.
- Single Supplier Accountability: A seamless, single-supplier relationship ensuring full ownership of the service.
- Proven Partnership: A long-term, trusted relationships
- Comprehensive Accreditations: Holding key accreditations for the highest standards of service across all areas of requirements.
- Client Reference-ability: Demonstrated excellence in similar projects supported by outstanding client references.
- Expert Incident Resolution: Access to our ITIL-based service centre for efficient incident resolution.
- Holistic Support: Highly skilled, accredited pre-sales, consultants, support, and professional service teams for comprehensive advice.

3. Service Overview

Network Operations Management (NOM) Service

1. Service Overview

Cisilion's Network Operations Management service delivers proactive monitoring, rapid incident response, configuration management, vulnerability remediation, and controlled change enablement across LAN, WAN, and datacentre environments. Built on ITIL_aligned processes and operated by UK_based support teams, the service maintains secure, reliable, and compliant networks while enhancing stability, performance, and user experience.

2. Service Objectives

Stability & Availability, Security & Compliance, Operational Efficiency, and Continuous Improvement across critical network environments.

2.1 Detailed Objectives

- Maintain consistently high network uptime and reliability.
- Reduce risk exposure through vulnerability remediation and configuration governance.
- Streamline operations using automation and standardised runbooks.
- Drive continual service improvement and proactive problem management.

3. In_Scope Environments

- LAN: Campus/access, distribution, core switching, wired/wireless edge.
- WAN: SD_WAN/CPE, edge routers, internet gateways, VPN termination.
- Datacentre: Core switching, leaf_spine fabrics, firewalls/load balancers (coordination), **OOB networks.**
- Supporting platforms: Monitoring, config management, logging, ITSM systems.

4. Service Components

4.1 Proactive Monitoring & Observability

- 24×7 or 8×5 monitoring of devices and services.
- Synthetic tests and performance checks.
- Threshold tuning and alert optimisation.

4.2 Incident Management

- ITIL_aligned incident workflow.
- Vendor coordination and RMA handling.
- Post_Incident Reviews for P1/P2 events.

4.3 Configuration Management

- Golden_config standards and drift detection.
- Secure config backups.
- Controlled deployments with rollback plans.

4.4 Vulnerability & Compliance Management

- Review of PSIRTs and CVEs.
- Risk_based remediation plans.
- Compliance checks against baselines.

4.5 Change Enablement

- Standard/Normal/Emergency change workflows.
- Impact analysis and CAB governance.
- Scheduled maintenance windows.

4.6 Problem Management & CSI

- Root cause analysis.
- Known error management.
- Trend analysis and optimisation recommendations.

7. Roles & Responsibilities

Cisilion Responsibilities

- Operate monitoring, incident, change, config, and vulnerability workflows.
- Provide expert diagnostics and vendor coordination.
- Maintain documentation and secure credential handling.
- Deliver service reviews and reports.

Customer Responsibilities

- Provide access and valid vendor support contracts.
- Approve changes and maintenance windows.
- Maintain physical environment at sites.
- Notify Cisilion of changes impacting network operations.

10. Service Levels (SLA)

Priority	Definition	Response	Restoration Target
P1	Critical outage / severe impact	30 minutes	Work continuously
P2	Major degradation /	1 hour	8 business hours

	site impaired		
P3	Service issue with workaround	4 business hours	3 business days
P4	Standard request / minor issue	1 business day	As scheduled

Appendix A. Cisilion Overview

Cisilion offers market-leading companies a dynamic partnership that is responsive to their needs in the long term. Our bespoke technology services and solutions allow our clients to gain a competitive advantage.

Transformation goes beyond simply introducing technology updates and solutions. It is an expansive service that reimagines a more resilient, flexible, and digitally focused future and actively works to achieve it.

Cisco Gold Integrator

Master Collaboration Specialisation

Advanced Enterprise Networks Architecture Specialisation

Advanced Security Architecture Specialisation

Advanced Collaboration Architecture Specialisation

Advanced Data Centre Specialisation

Customer Experience Specialisation

Environmental Sustainability Specialisation

Security Specialisation

Cisco Gold Provider

Meraki Access

Meraki SD-WAN

Cloud Calling

Webex Contact Centre

Microsoft Gold Partner

Solutions Partner for Digital & App Innovation (Azure)

Solutions Partner for Modern Work

Solutions Partner for Infrastructure (Azure)

Solutions Partner for Security

Networking Services

Adoption and Change Management

Calling for Microsoft Teams

Meetings and Meeting Rooms for Microsoft Teams

Cloud Security

Threat Protection

Infra and Database Migration

Azure Virtual Desktop

Cisilion are more than just an IT services and solutions provider. We are a trusted partner that is truly invested in our clients' success.

We offer a trusted and dynamic partnership that responds to our clients' long-term goals.

Combining market leading tech with world-class service, we go above and beyond expectations to ensure our clients are ready for a digital future.

We believe in long-lasting relationships with our clients and are truly invested in their success. With our client-focused approach and bespoke services and solutions, we respond to our client's needs today and for the future.

What truly sets us apart is our people. Our culture is defined by deep expertise, years of experience, and their commitment to building strong, long-lasting relationships.

Awards

Cloud Solutions Provider of the Year Finalist

IT Europa Awards

Best SME UC Solution of the Year

Comms National Awards

Enterprise Reseller of the Year

Comms Business Awards

Best Enterprise Solution (On-Prem/Cloud) of the Year

IT Europa Awards

Cisco Innovation Partner of the Year (EMEAR and UK&I)

Cisco

Best Connected / Mobility Solution of the Year

IT Europa

Corporate Reseller of the Year

CRN Channel Awards

Enterprise Reseller of the Year

Comms Business Awards

Best Enterprise UC Solution of the Year

Comms National Awards

Storage Project of the Year

SVC Awards

EMEA Partner of the Year

Riverbed Partner Summit

Enterprise Solution of the Year

IT Europa European IT Excellence Awards

Architectural Excellence Borderless Networks Partner of the Year

Cisco Global Summit

Mobility Solution of the Year

IT Europa European IT Excellence Awards

Enterprise Convergence Solution of the Year

Comms Business Awards

50+

Vendor Partners

500+

Unique certifications

£650

Technology assets under management

23

Years in business

70

Countries we work in

98%

Managed service renewal rate

100%

Organic revenue growth since 2019

Presence in

UK, US, EU, and ASIAPAC

Strategic Vendor Partners

Cisilion is vendor independent and committed to helping customers meet their challenges with the most appropriate technology.

Recognised by vendors, Cisilion offers market-leading levels of accreditation, and we understand that to be able to deliver the business innovation our clients demand, collaborating with the best vendors is critical.

Our Partners Include

Cisco Partner
Gold Integrator
Gold Provider

Microsoft Solutions Partner

ARISTA
DELL Technologies
Lenovo
paloalto NETWORKS
silver peak™
riverbed
Yealink
FORTINET
pureip
Jabra GN
meld CX™
APPSPACE
Gamma
Luware
Teleware
SAMSUNG

SCAN ME

Connect with us.

Have you followed us on LinkedIn, X (formerly Twitter), Facebook, and YouTube yet? **If not, click on the links below.**

Cisilion Limited, Heron Tower, 110 Bishopsgate, London, EC2N 4AY | Tel: 08701525750 | info@cisilion.com

cisilion.com