

# Optimal Managed Network Service: Cisco Meraki



Drive improved network efficiency and reduce costs

## Network is the Backbone of Business Operations

For many organisations network reliability, performance and accessibility is critical to business operations.

Digitalisation has had a significant impact on the need to increase connectivity with mobile, social, cloud and big data all reliant on the network for access to services. The volume and diversity of connected devices brings greater complexity in traffic patterns, different user requirements, increasing risk and compliance exposure.

Monitoring and managing an enterprise network infrastructure can be complex, costly and time consuming. Internal IT often lack the time, skills and tools to deliver an efficient service. Without the necessary resources to proactively monitor and manage a network environment, the risk of system downtime, reduced revenue and potential brand reputation are increased.

 A scalable service and cost model designed to grow with the business' requirements. 

Optimal Managed Network Service allows customers to focus on their core business, reduce operational costs, improve uptime and performance.

This scalable service and cost model is designed to grow with the business' needs and rapidly integrate new branches and sites.

Managed and delivered from our UK Service Centres and Data Centres, we assure compliance with EU data privacy regulations.

## Service Benefits

The Optimal Managed Cisco Meraki Network Service leverages Logicalis' network management expertise to help drive improved network efficiency and reduced network support costs. With proactive 24x7 management and monitoring, issues are quickly identified and isolated before they impact business operations:

- Increased operational efficiency
- Improved network performance
- 24x7 management and monitoring
- Frees up internal IT teams from troubleshooting and maintenance
- Lowers Total Cost of Ownership (TCO)
- Enables proactive problem resolution before impacting your business
- Ability to manage mixed environments; on-site, cloud and hosted.

## Service Management

The Optimal Managed Cisco Meraki Network Service removes the burden of resource intensive troubleshooting and maintenance, freeing up internal teams for more high value tasks.

The service covers the management of all three key product families within the Meraki range: Security Appliances; Switches; Wireless LAN.

Built on ITIL standards, our service management tools and processes are backed by SLAs and underpinned by the Optimal™ Service Management system (OSM) that drives its business processes. The OSM is independently audited by BSI and supports Logicalis' ISO certifications;

- ISO 9001 Quality Management
- ISO 20000 Service Management
- ISO 27001 Information Security Management
- ISO 14001 Environmental Management

To ensure service quality, activities spanning from Incident Management; Problem Management; Availability and Capacity Management; to Service Reporting, are all included in the service.

## Service Deliverables

At the heart of the Logicalis support operation is our UK-based Managed Service Centre (MSC), where our teams of service desk professionals provide customers with a single point of contact and accountability. Our teams are focused on maintaining the best possible levels of service quality and availability.

Deliverables include:

- 24x7x365 remote monitoring and management
- SLAs for response times and resolution times
- Management of changes to network
- Management of issues escalated from your service desk and authorised callers
- Real-time notification, reporting and resolution of service impacting incidents
- Comprehensive alerts for connectivity, devices, hardware and fault diagnosis
- Management and pre-configuration of hardware
- Maintenance of software and firmware levels
- Licence lifecycle management
- Corrective field maintenance
- Recommended corrective actions and service improvements
- Dedicated Service Delivery Manager

## Why Logicalis

Our team of skilled and certified professionals have a long track record of designing, building and managing environments across the full communications and collaboration suite. With over 20 years heritage in working with leading public and private sector organisations, Optimal Video Service is being used today across all industry sectors.

What can we do for  
your organisation?

### Visit

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