stratiam
Gives you Clarity..

SERVICE OVERVIEW
Managed LAN Services

intergence
PLATFORM. DELIVERY. EXPERIENCE.

INTERGENCE'S MANAGED LAN SERVICES KEEP EVERY ASPECT OF YOUR DIGITAL END-TO-END USER EXPERIENCE AT THE HEART OF EVERYTHING WE MANAGE FOR YOU.

The Local Area Network (LAN) is a pivotal component in the delivery of digital services. Both performance and reliability are critical to the end-user experience. It is therefore paramount that your LAN has an industry standard best-practice architected design that maximises performance, security and scalability.

LAN Management is the collection of skills and tasks that keeps your network running to its design specs. It's a combination of monitoring performance, maintaining and network managing the physical hardware and optimising the configuration, including virtualised environments, being policed through robust configuration management policies.

Intergence LAN services include discovery and assessment of the existing architected infrastructure. The discovery provides us with the detailed knowledge of the underlying interconnected LAN layer-2/3 relationships and highlights any areas of concern that we would assess against best-practice design, such as single-point-of failures (SPOFs), security & vulnerability concerns, end of life, support/sale status and configured operation. The discovered data is also used as the 'Seed' file for management on-boarding into our Stratiam™ Unified Management & Monitoring systems.

Pricing is tariffed with a mobilisation set-up charge and monthly subscription. The service amounts to months of man-days back every year allowing our customers to concentrate on their strategic objectives.

KEY BENEFITS

- *Stratiam™ Managed & Monitored*

  Fully managed LAN switch network, supported from Intergence 24x7x365 iSOC (Intergence Service Operations Centre).

- *LAN Configuration Management*

  Configuration backup management and policing so you know the 'What, When & Who with regards to any changes.

- *Service Experience*

  LAN Engineering excellence ensuring your digital unified services are being optimised for delivery and performance.

- *Differentiated Service Support*

  24/7/365 Service Support Team that perform Tier-1&2 tech-support duties meeting our objective of >90% 1st Time Contact 1st Time Fix.

- *LAN Discovery & Assessment*

  Service take-on includes a detailed discovery and assessment of the LAN infrastructure performed prior to on-boarding.

LAN Management is one of the most important elements in the end-to-end delivery of digital services. From a support function, you need to be certain you're collaborating with the right people. Our LAN engineering team have over 100 years of combined technical design, implementation and support knowledge gained from working for the truly large corporations across all vertical markets.

We've been doing LAN infrastructure for over 16 years at Intergence, we have the tools, skills and pedigree to assess infrastructure and assist with any redesign, implementations, upgrades and transitions. We already manage LANs for a range of enterprises including, financial services, logistics and councils. All this experience means we're pretty agnostic when it comes to brands of kit, so it's rather likely we've already got the skills you need.

KEY FEATURES

- **Stratiam™ Managed & Monitored**

  Fully Managed 24/7/365 LAN support with dedicated access to our Service Desk Support Services.

- **ITILv4 Managed Service**

  We operate an ITILv4 Service Support Centre embracing and integrating Agile & Lean processes that enable us to achieve our primary objective of >than 90% 1st Time-Contact 1st Time-Fix.

- **Managed Moves & Changes (IMACDs)**

  We provide full remote & onsite support for LAN Installation, move, add, change and disposal life cycle services.

- **Patch Management**

  OS LAN switch patching to appropriate supported levels with correct features enabled.

- **LAN Cabling Management**

  We manage all cable patching and will provide and fit out all new cabling requirements.

Our management service includes everything in monitoring, however, we'll go a lot further to keep your network in optimal shape with our Stratiam™ platform orchestrating & automating proactive LAN management. We are the right fit for organisations needing an external IT service provider to manage their IT infrastructure operation and performance.

DIFFERENTIATED SUPPORT

Our Managed LAN service comes with the peace of mind you would expect from a leading Managed LAN service provider such as Intergence. With our 24/7/365 support options, comprehensive standard SLAs, proactive management, service desk support and >than 90% First-Time-Contact-First-Time-Fix objective it makes choosing Intergence the partner of choice.

Our technical teams will also help and assist with your LAN network migrations, including project management, consultancy and professional services.

STANDARD SLAs

AVAILABILITY
99.99%

RESPONSE
15MINS

REPAIR
4HRS

SLAs are totally customisable with optional service credit agreement cover.