ConvergenceGroup

LAN/WLAN
SERVICES

The challenge

For your business to run, you need a local area network (LAN) that's always on, high performing and secure. While network management is nothing revolutionary, the scale and complexity involved today is a huge challenge for many organisations to deal with.

You have to manage thousands of devices, access points and switches, all spread across different locations. And it needs to be maintained and supported 24x7, 365 days a year. It means you need a wide range of skills and an army of resources just to keep the lights-on.

Whether you manage everything in-house or work alongside partners, without an up-to-date and comprehensive network inventory, everyone touching your network is flying blind.

Absent of key information and configuration details for every network part, your engineers are in a constant state of reactiveness. It results in frequent issues, protracted troubleshooting, unknown risks and also leaves you unsure where to make the right improvements to move your LAN forward.

**Network performance +
Value for money**

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LAN/WLAN service from
Convergence Group

Our LAN service allows your internal IT team to step away from day-to-day network maintenance, for which there is never enough time.

Why choose Convergence?

Every customer benefitting from our LAN/WLAN service has their own unique inventory database. This contains the relevant SNMP (Simple Network Management Protocol) data about all your network-connected devices.

It means we are able to provide a truly proactive service using network insight and automated, remote monitoring tools, to pinpoint exact issues and resolve them in the shortest possible time-frame.

With a live inventory database, we have full visibility and control of your network. So, we can also identify usage trends, security vulnerabilities, advise on network design and capacity planning, manage multiple suppliers, administer user access and so much more.

Key benefits at a glance

→ Your internal IT team can be freed-up to focus on more strategic projects
→ Make more informed decisions about network changes
→ Network security vulnerabilities will be more visible and proactively resolved
→ You will be in a stronger compliance position - due to better audit-related information
→ Vendor management and supply chain headaches can all be taken care of
→ By analysing data and trends we can identify potential issues before they happen
→ For any network issues, you will be alerted within 90 seconds by text and email

→ Fault resolution and part replacement is rapid, reducing any downtime
→ Eliminate excessive and unnecessary costs of wasted call-outs and unresolved issues
→ Guaranteed Service Level Agreements (SLAs) on response and resolution times

LAN/WLAN options

Our Smart LAN/WLAN service is available in four management tiers. The service is underpinned by our design & build professional service for customers who are looking to acquire new networks or new networking components. This also includes the initial build and set-up of your network inventory database.

Maintained:
24x7x365 support; incident management; multi-vendor UK spares; parts delivered to site and on-site technician (SLA dependent).

Monitored:
Maintained plus essential monitoring; quarterly health reports and configuration back-up.

Supported:
Monitored plus software version control; vendor escalation and critical software patch alerting.

Managed:
Supported plus preventative maintenance; MAC config; config management; wireless optimisation; capacity planning and security assurance (access control and auditing).

Discover More

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Sales and Support

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Core Products

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