DATRIX

Managed Networks

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Digital In-house IT departments are challenged daily to deliver a rich, user-centric experience for customers and employees alike.

They are required to effect digital transformation, organisational agility and business continuity all whilst finding the time to 'keep the lights on'. For smaller IT departments this can be exceptionally difficult, as maintaining the broad range of skills required to deliver both strategic and operational IT services can prove very expensive. For larger organisations, the day-to-day management, monitoring and support of a complex infrastructure estate is time consuming and can limit the amount of time skilled resources have to focus on strategic initiatives.

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Organisations of all sizes have found partnering with a third-party Managed Service Provider (MSP) offers the ideal combination of acceptable cost and effective control.

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Outsourcing is a model that is proving increasingly popular and has created a global market for managed services.

Partnering with Datrix to support and manage your IT network infrastructure helps deliver greater resilience, agility and cost efficiency.

As an integrated component of your IT strategy, we can relieve in-house IT specialists of the burden associated with network management, freeing them up to deliver additional value to the organisation.

We provide end-to-end technical support, monitoring and managed services for both wired and wireless networks, from the core to the edge. Our services have been designed with flexibility in mind, allowing customers to choose the level of support they need.

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Customers can choose from either Standard or Premium Support, or opt for a fully Managed Service, matched to the specific needs of your business-critical IT.

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All service levels include technical support, 8am to 6pm, Monday to Friday, incident management and a dedicated account manager.

For Priority 1, business-critical components, our Premium service features a 30-minute SLA and root cause analysis and incident reporting. We also provide a dedicated Service Delivery Manager who conducts a quarterly review as part of the service.

Managed Services for Networks

Our Managed Service combines the best of our Premium support and monitoring services with enhanced SLAs and a range of value-add services.

Our managed and professional services teams will provide monthly reports, incorporating best-practice network performance and capacity management.

Real-time monitoring is supported by proactive maintenance and remediation, helping to identify and eliminate issues before they become service affecting.

A Managed Service also comprises change/problem management and detailed asset tracking and device lifecycle management.

We also include an annual systems audit and health-check to ensure your IT infrastructure remains fit for your current and future business requirements.

Business Benefits

› Reduce total cost of ownership (TCO) of your IT infrastructure

› Improve accuracy of financial controls with predictable monthly expenditure

› Gain direct access to technically proven, qualified, vendor-accredited engineers

› Reduce systems downtime with adherence to strict SLAs

› Improve systems performance and security with real-time monitoring and proactive maintenance

› Reduce risk associated with device failure and poor lifecycle management

Datrix Managed Services

Service Description	Standard	Standard w/ Monitoring	Premium	Premium w/ Monitoring	Managed
Technical Support - Business Hours (10 x 5) - Monday to Friday 8am to 6pm	✓	✓	✓	✓	✓
Technical Support - After Hours (24 x 7) - Monday to Sunday 6pm to 8am to 6pm	✗	✗	✓	✓	✓
Incident Management	✓	✓	✓	✓	✓
Vendor Escalation (assumes 3rd party support/maintenance)	✓	✓	✓	✓	✓
Equipment Hardware replacement (assumes 3rd party maintenance)	✓	✓	✓	✓	✓
Device re-configuration and re-deployment (supported devices only, as necessary)	✓	✓	✓	✓	✓
Service Level Agreement (SLA) driven Time-To-Action (TTA)	✓	✓	✓	✓	✓
Incident Prioritisation (P1 to P4) and SLA Tracking	✓	✓	✓	✓	✓
1st/2nd and 3rd Line Technical Support	✓	✓	✓	✓	✓
Remote Technical Support/Remediation (All Priorities)	✓	✓	✓	✓	✓
Onsite Technical Support/Remediation (P1/P2 Incidents Only)	✓	✓	✓	✓	✓
24 x 7 Network Monitoring and Alerting	✗	✓	✗	✓	✓
Root Cause Analysis and Incident Reports for P1 Outages	✗	✗	✓	✓	✓
Service Delivery Manager	✗	✗	✓	✓	✓
Quarterly Service Reviews	✗	✗	✓	✓	✓
Annual Service Reviews	✓	✓	✗	✗	✗
Problem Management	✗	✗	✗	✗	✓
Change Management	✗	✗	✗	✗	✓
Proactive Remediation	✗	✗	✗	✗	✓
Annual Audit & Health check	✗	✗	✗	✗	✓
Monthly Service Reports	✗	✗	✗	✗	✓
Asset Management & Tracking	✗	✗	✗	✗	✓
Network Best-Practices, Performance & Capacity Management	✗	✗	✗	✗	✓
As-Built Site Documentation	Optional	Optional	Optional	Optional	✓

Service Level Agreements - Initial Response

	Standard	Standard w/Monitoring	Premium	Premium w/ Monitoring	Managed
Priority 1	1 Hour	1 Hour	30 Mins	30 Mins	15 Mins
Priority 2	2 Hours	2 Hours	1 Hour	1 Hour	30 Mins
Priority 3	Next business day	Next business day	Next business day	Next business day	4 Hours
Priority 4	2 Business days	2 Business days	2 Business days	2 Business days	Next business day

smart. simple. secure

Established for over 25 years, digital transformation is the driving force behind the evolution of Datrix services and solutions. Our professional and technical services teams adopt a consultative, client-centric approach that sees us design, build and manage superior solutions.

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