

# Network Management



**Our management service proactively monitors your network availability and performance, to optimise the quality of service delivered across your business.**

By detecting uncharacteristic behaviour this pro-active service seeks out issues before they affect users, preventing network failure and maximising user productivity. Designed to be flexible, the service is modular so your 'out-tasked' service can be bespoke to your individual business requirements. It provides organisations that have limited skills or budget complementary resource whilst ensuring they retain control of their network.

It is ideal for customers who need to deliver a reliable IT service, or for those managing a diverse or converged network.

## The service delivers:

### Unified Network Management

Convergence, Unified Communications, Cloud and Virtualisation all mean networks now commonly include not just data but voice and other key applications. Our service can monitor every device on the network, including LAN, WAN, Data Centre, cooling and power, providing an integrated approach to managing today's networks.

### On Demand Skills and Resources

Whether it is to supplement your in-house skills or to access niche or specialist expertise the service can be bespoke to blend your internal resource with our technical staff.

Your network is monitored from our 24 / 7 Network Operations Centre (NOC) with alert management ensuring the right people receive the right alerts to provide a speedy resolution.

## Benefit from our Service

Our service ensures you can reduce the risk of downtime and offers you and your business complete peace of mind.

### ▶ Retain Strategic Control

You retain control of the network, we manage the day-to day tasks.

### ▶ Protect your Investments

Managing all devices centrally is more efficient and ensures you can gain more from existing hardware.

### ▶ Gain IT Efficiency

By identifying the problem early we can prevent service affecting issues impacting the user experience, and direct the incident to the correct person. Both your staff and our engineers can be more productive.



Networks First have been providing ASSA ABLOY with excellent network support, network monitoring & project management

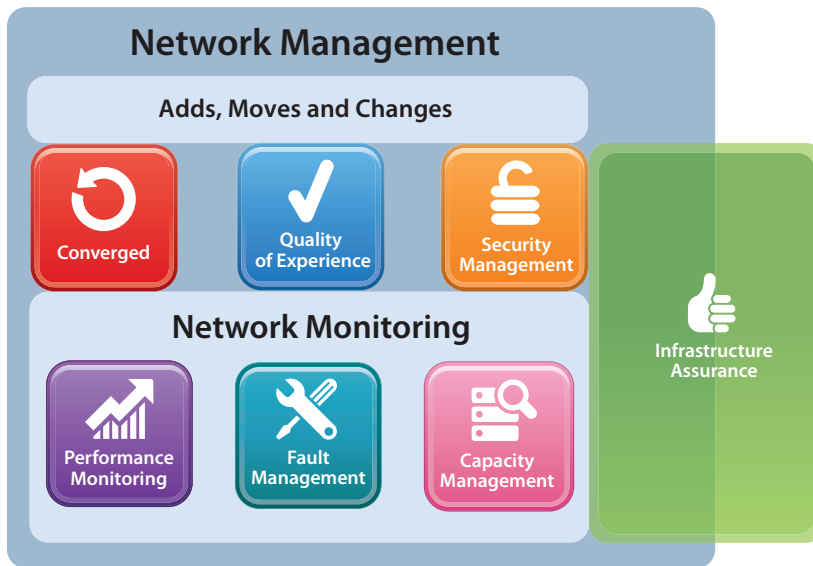
UK IT Infrastructure Coordinator,  
**ASSA ABLOY**



## How we deliver a network optimised for your business

Networks are our core business so, as you'd expect, we have skilled staff in-house, on hand 24 / 7, to manage your network. However, effective network management requires more than just people and we have also invested in a monitoring platform with capabilities to manage your hardware, regardless of which supplier you've used.

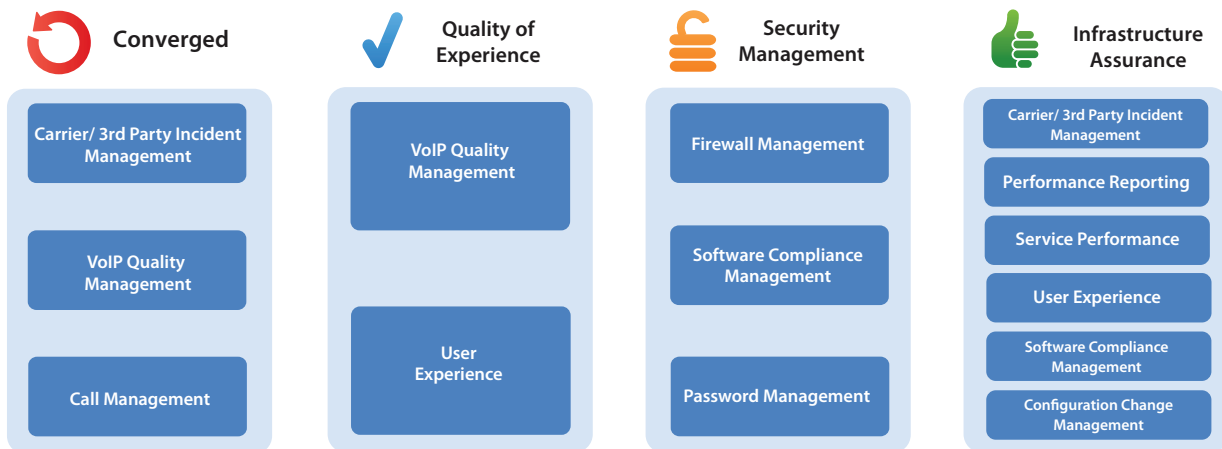
We can create a bespoke network for you incorporating any of the following:



The core monitoring service, including fault and performance monitoring, can be enhanced with a security management package, or to include voice as well as data network management with the converged package.

For businesses operating in a more demanding environment we offer Quality of Experience and an enhanced package of Infrastructure Assurance. Adds, moves and changes is an option on all packages.

### Service Bundles



### Our commitment

'At Networks First our commitment is to **Do More.** We achieve this through our multi-vendor engineering skills, our guaranteed SLA and 'fix' time and employee dedication to go that extra mile. All of this ensures we can **guarantee** your communication infrastructure.

For more information on Networks First's **Guarantees, Accreditations and Services Portfolio,**

visit [www.networksfirst.com](http://www.networksfirst.com)