



# Cisco Meraki WLAN Managed Service



## Engineering Excellence Through **Cisco** **Powered** Managed Services

### Service overview

IPTel Solutions is built on Network Engineering Excellence. We are so convinced by that statement we embellished it on our logo.

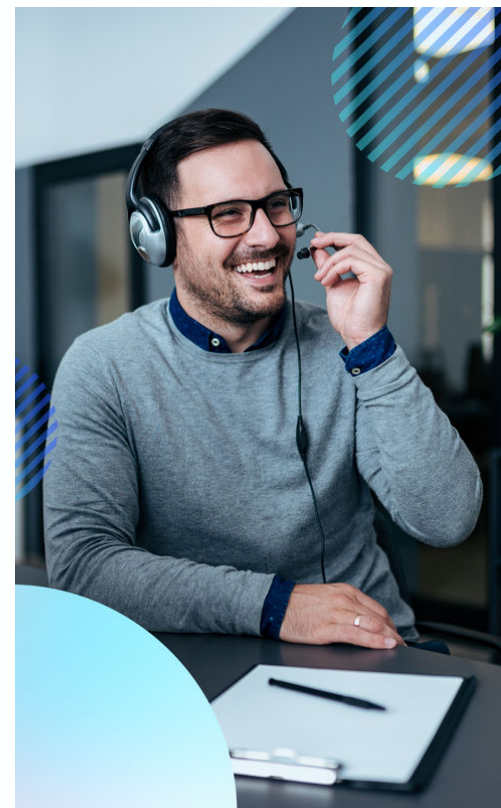
We are now proud to offer our customers our expert Wireless LAN support via our Cisco Powered Managed Service.

Our Managed Service is designed to maximize the benefits of your Meraki technology investment as well as providing you confidence and assurance in how to correctly manage IT Infrastructure.

Basic Meraki implementations right through to complex Meraki Security and SD-WAN configurations are all covered by our Managed Service.

We've combined the power of Meraki's cloud management capability with our networking expertise to provide you with a seamless experience. Our team integrates dedicated Monitoring software into your environment as well as frequent use of the APIs presented within the Meraki dashboard to automate deployment activities and provide advanced monitoring capabilities. This ensures proactive, automated management, and consistent event and incident monitoring and notification.

Our scalable and secure service delivers the full capability of our national, platform-delivered Managed Network Services to your wireless LAN. Our service provides the ability to manage hundreds or even thousands of access points, switches, and MX appliances across multiple sites with ease. Let us help you enhance your workforce productivity and customer engagement with our Cisco Meraki WLAN Managed Service.



## Delivery Method

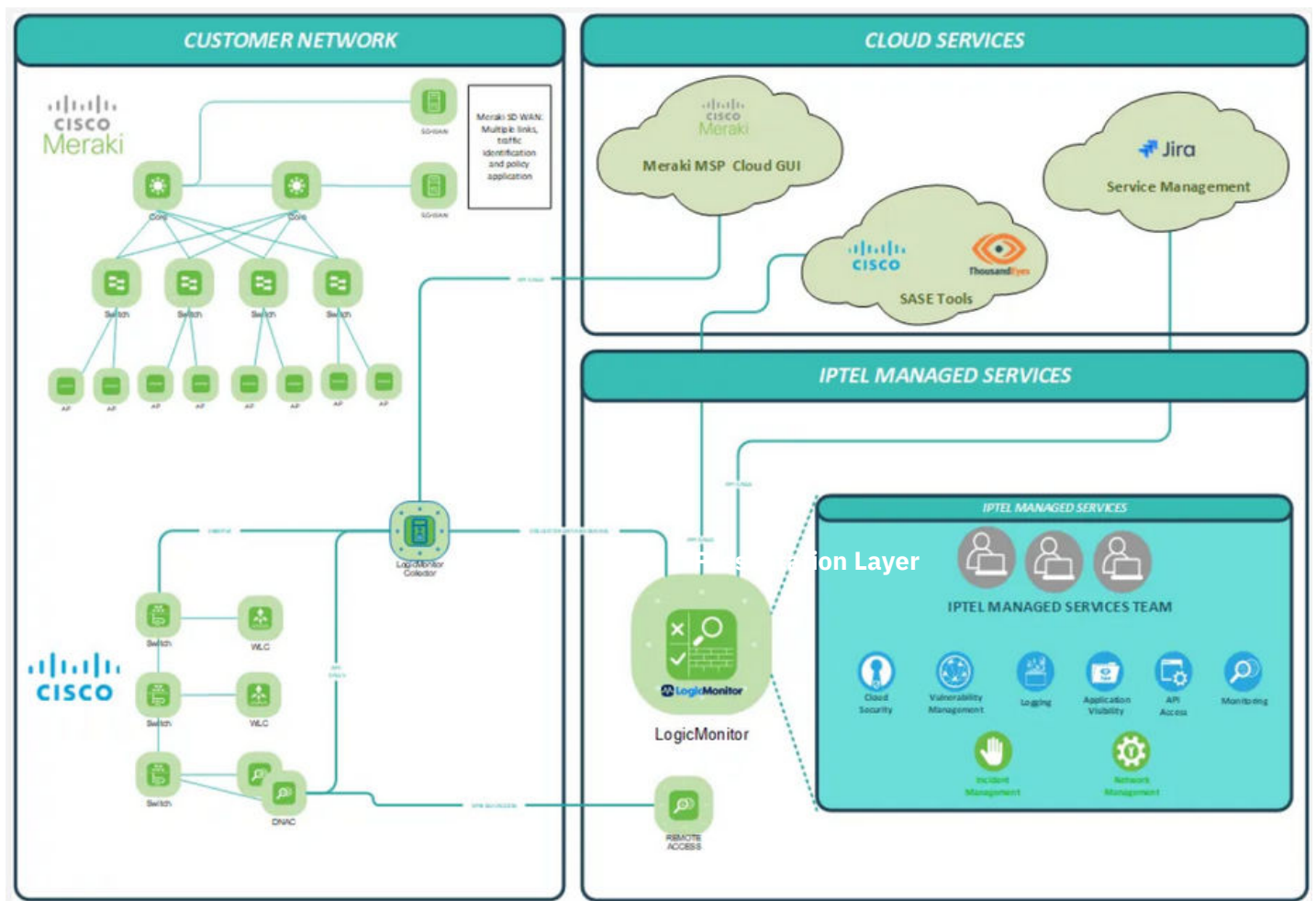
All our customers receive a standard set of support capabilities. These operational capabilities are built upon an ITIL v4 service delivery framework that provides our customers with the confidence in our delivery.

A self-service support portal for logging and tracking incidents/support tickets is presented for all customers and via the power of our monitoring API expertise, you will also have visibility of a real time dashboard view of your network.

The core monitoring functions are in place with seamless integration into our ITSM platform which also integrates into our event management systems.

Our full lifecycle service delivery is supported by zero-touch operational automation and management toolsets designed to mitigate risk of human error and accelerate operational efficiency.

Our Delivery is all about **customer value**.



## IPTel Difference

All agreements have built-in hours per month that are packaged to suit the needs of your business, whether that is budgetary or operational.

Those hours are the customers. You have paid for them, and it is our duty to ensure you get the most value from them.

If there is a surplus available, our Service Delivery Managers work with you on how we can add value on other areas of your network.

That may be in the form of a wireless survey, upgrade works or design consultations. We have defined list for you to select from. Our commitment is to you the customer.

We also offer roll-over of your monthly hours with longer term sign up. Sign up for an IPTel Managed Services agreement for 3 years and your hours will roll over for 6 months.

Think of the **VALUE** to your business.

# The Journey

The Wireless LAN Managed Service journey begins with your tier selection. We offer Bronze, Silver and Gold with additional features built into each.

These tiers are developed to provide you a variety of options that will best suit your support requirements and business needs.

The foundations of support are in our base inclusions with additional features available in Silver and Gold.

Base inclusions Include:

- ITILv4 Aligned ITSM Implementation
- Self Service Bespoke Customer Portal
- Monitoring & Event Management Solution
- Monthly Device Firmware/Software Reviews
- Daily RUN Sheet Checks
- License Management
- Weekly Reporting
- Monthly Service Review
- Dedicated Service Delivery Manager and Engineering SME

	Bronze	Silver	Gold
Base Inclusions			
Advanced Network Assurance & AI Ops			
Support Hours	Business Hours	Business Hours	24x7
Application Dependency Monitoring (ThousandEyes)	Optional	Optional	Included
Monthly Support Hours (Flexible)*	15*	30*	50*

\*Support hours can be flexible and amended to suit your operational and budget requirements.

## Business Benefits

### 1 Peace of Mind

Your network is being pro-actively monitored and managed by experts

### 2 Skills

The right skilled engineers helping you, without the need for in house expertise

### 3 Agility

Quicker to implement and more scalable

### 4 Augmentation

We can work alongside your technical teams to free up valuable internal resources

### 5 Support

Software upgrades, tickets and reporting: support you need, when you need it

### 6 Business

Predictable costs that allow you to focus on what matters most to you - your business

## Cisco Meraki WLAN Managed Service provides the following support:

<b>Incident management</b>	<ul style="list-style-type: none"> <li>• Identification and remediation of wireless device failures and issues</li> <li>• Documentation of incidents from start to closure</li> </ul>
<b>Change management</b>	<ul style="list-style-type: none"> <li>• Documentation and evaluation of changes and impacts</li> <li>• Prioritization and implementation of changes</li> <li>• CAB Management and dedicated Change management team</li> </ul>
<b>Problem Management</b>	<ul style="list-style-type: none"> <li>• Management and Identification of long-term issues via dedicated Problem Management process</li> <li>• Detailed and structure root cause analysis</li> </ul>
<b>Request Management</b>	<ul style="list-style-type: none"> <li>• All Meraki Dashboard Administration requests</li> <li>• User Account onboarding, off-boarding and passwords resets</li> </ul>
<b>Wireless device monitoring</b>	<ul style="list-style-type: none"> <li>• Access point monitoring, alerting and reporting</li> <li>• Switch monitoring, alerting, and reporting</li> <li>• MX appliance monitoring, alerting, and reporting</li> </ul>
<b>Firewall-as-a-Service</b>	<ul style="list-style-type: none"> <li>• Support for NAT Implementations and Management</li> <li>• Layer 3 Firewall Management based on IP Address/Port</li> </ul>
<b>VPN-as-a-Service</b>	<ul style="list-style-type: none"> <li>• Support and Management for site-to-site VPN</li> </ul>
<b>Content Filtering</b>	<ul style="list-style-type: none"> <li>• Website blocking - category based</li> <li>• Web Search Filtering</li> </ul>
<b>SD-WAN</b>	<ul style="list-style-type: none"> <li>• Application control administration</li> <li>• Intelligent path administration</li> </ul>
<b>License &amp; Firmware Management</b>	<ul style="list-style-type: none"> <li>• Meraki License Mangement and renewals</li> <li>• Device firmware upgrade and advisory management</li> </ul>

## Find Out More

If you are interested to learn more about our Managed Service please contact a member of our Technical Sales Team



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