

NETWORK SUPPORT FRAMEWORK

PICK AND CHOOSE THE LEVELS OF SUPPORT REQUIRED FOR EACH OF YOUR KEY INFRASTRUCTURE ASSETS WITH OUR FRAMEWORK, MATCHING THEM TO YOUR OPERATIONAL NEEDS, INHOUSE SKILLS AND BUSINESS GOALS.

OUR NETWORK SUPPORT FRAMEWORK CLEARLY SETS OUT THE LEVEL OF SUPPORT WE OFFER FOR NETWORK APPLIANCES, WITH COMPREHENSIVE, GRANULAR SUPPORT TIERS HELPING YOU MATCH OUR SCALABLE SUPPORT TO YOUR BUSINESS NEEDS.

You can be certain of the operational roles and responsibilities between Node4 and your own support team and reduce the strain on your team at the same time, freeing them to focus on other business priorities.

Node4 can maintain, monitor or fully manage your key business assets, offering oversight with clear outcomes, fault management and expert insights that protect your services and keep your operations on the 'front foot', allowing you concentrate on your day-to-day operations.

We also know that hiring and retaining in-house skills is a constant challenge – that's why Node4's network support will give you greater confidence that everyday management is in safe hands and assets are operating as expected - as your business grows and flexes.

SUPPORT TIERS SUPPORT IS OFFERED TO DELIVER 3 OUTCOMES:

MAINTAINED

- 24x7x365 Break Fix Support
- Vendor Technical Escalation
- Hardware RMA
- EOL Advisories

MONITORED

- 24x7x365 Break Fix Support
- Vendor Technical Escalation
- Hardware RMA
- EOL Advisories
- Monitoring with Alert Response
- Configuration Backup
- Threat Intelligence Feeds*

MANAGED

- 24x7x365 Break Fix Support
- Vendor Technical Escalation
- Hardware RMA
- EOL Advisories
- Monitoring with Alert Response
- Configuration Backup
- Centralised Logging
- Threat Intelligence Feeds*
- Service Change Management
- Software Vulnerability Management

*Feature is for firewalls only.

MAINTAINED

With this support tier, Node4 will be your go-to source for reactive assistance, with faults to restore operations in the event of an issue. We will work with vendors as required to ensure you are updated and advised on issues that may impact you.

MONITORED

Building on the support of Maintained, our Monitored package brings the benefits of a monitoring service, including a real-time view of your network appliances and automated alert responses. Hardware vital signs, readiness and availability are reported through alerts and captured in comprehensive reports, with dashboards to equip your team with a single pane of glass across your IT operations. With our Monitored support tier, your team has the information and insights to successfully operate your IT estate.

MONITORING SYSTEM CAPABILITIES

Our monitoring tool provides the clear real-time information needed to determine the overall performance of your network. We've used our experience in real world management across a broad range of network topologies and assets of varying sizes and complexities, to provide you with meaningful dashboards that help answer the key questions for your network. This combines to ensure you have the pertinent information and insights you need, presented in digestible actionable formats.

- **Asset Dashboard** – lists your network assets and their software versions. Using geographical mapping of their actual location, you gain real-world contextualised visibility. This live and instant overview, with status counts and RAG status views and alerts, helps to identify issues across the network for troubleshooting and to plan maintenance. Designed to be the default view for your operations staff, it offers first warning of issues as and when they arise.
- **Network Overview Dashboard** – offers an overview across your network of connectivity performance, aggregated traffic flows and error alerts, showing the health of the network in real time. Bandwidth in use, response times and latency can all be assessed through prioritised 'Top 10' style views, showing you what's running hot, the more errant assets and where you are most likely to see issues.
- **Security Overview Dashboard** – with its special focus on firewalls, this dashboard will show the count and status of active sessions, tunnels and utilisation, helping you to assess your firewalls' health and ability to keep up with your business's demands.

FEATURES AND KEY TERMS

- **Real-time Data** – access up-to-the-minute information through real-time dashboards.
- **SNMP** – our platform uses the Simple Network Management Protocol to easily query devices for information, metrics and statistics.
- **Monitoring of Key Metrics** – Ping, CPU, RAM, Disk, Interface Utilization and Errors.
- **Monitoring of Advanced Metrics** – HA State, Dynamic Routing and VPN Clients.
- **Performance Monitoring** – QoS, SDWAN and IPSLA/RPM.
- **Traffic Flow Monitoring** – Netflow, IPFIX, sFlow and JFlow.
- **Email Alerting** – alert messages to your inbox when conditions and thresholds are met, so you can take the necessary actions.
- **Dashboards** – access to Node4's dashboards and the ability to create custom dashboards.
- **Reports** – access to standard reports and the ability to create custom reports.
- **5 Minute Polling Interval** – the interval at which we query devices for data.
- **2 Years' Data Retention** – the period for which data is retained by the platform.
- **Config Management** – backup of your device configurations.
- **SAML Authentication** – integration with your SAML authentication platform.

MANAGED

At Node4, we have established capability in managing a broad range of networks topologies, sizes and complexities. Our colleagues have the experience and expertise to fully manage your network appliances, taking full operational responsibility for all aspects of their management work to industry best practices and ISO standards.

It means we can deliver 24x7x365. Not only doing the heavy lifting for you, but covering those challenging periods – out of hours, holiday periods or when your company faces higher demand and rapid change. Working from real world experience, best practices and with vendor and industry insights, we can stay ahead of the game.

MANAGEMENT CAPABILITIES

Across SD-WAN, WAN, LAN and wireless LAN, Node4 has established capability in managing a broad range of network topologies, sizes, technologies and complexities to deliver your business requirements 24x7x365.

We manage our own network, core infrastructure and datacentres nationwide, so we have proven capability and certifications in ISO 9001, ISO 14001, ISO 22301, ISO 27001 and ISO 50001. We're also a Fortinet Expert MSSP with several specialisations, and hold Cyber Essentials certification. Simply put, we are a partner that you can trust to deliver.

Changes to managed services can be enacted through our Change Advisory Board, on request to our friendly support teams. By working from real world experience, best practice and with vendor and industry insights, they ensure high service levels and operational availability of your key network assets.

SELECTING THE RIGHT SUPPORT LEVEL FOR YOUR NEEDS

Our Network Support Framework can help by supporting the following network hardware types:

- Firewalls
- SD-WAN
- Routers
- Switches
- Wireless Access Points (Wi-Fi)
- Load Balancers

In addition, we can recommend and procure network appliances to meet your project, timescales and budget needs from our trusted technology vendor partners. Vendor maintenance and support is a requirement to deliver our Network Support Framework, which we can manage on your behalf.

END TO END SERVICE MANAGEMENT

Where Node4 manage the end-to-end network and connectivity solution, we can ensure higher service availability and shorter return-to-service times. Through proactive monitoring, our skilled support analysts can diagnose and address the root cause of issues across multiple complex service components, switches, the router, your circuit or the firewall.

So, no matter where the fault lies, we can minimise the impact on your services and when problems occur, bring services back online sooner - keeping your business in business.