

OneStream Network Support Service

More information

Please contact Keltec for additional information about our **OneStream Network Support Service**, or to request a quote for your business:

P: +44 (0)121 308 6100

W: www.keltec.co.uk

E: servicesales@keltec.co.uk

Network management has evolved into a complex, multi-discipline task, involving specialist skills that support converged, voice, data and video technology. Customers are seeking combined support for LAN & WAN technologies and while field support for network services remain a key element of the service offering, there is a growing demand for remote monitoring and network management. These technologies minimise downtime by anticipating problems, diagnosing faults and resolving issues quickly and cost effectively.

Service	1	2	3
Object Limit	100	250	500
VPN link	Y	Y	Y
Secure Portal	Y	Y	Y
24/7 monitoring & notification	Y	Y	Y
Fault desk	Y	Y	Y
Availability reporting	Y	Y	Y
Links router/ switches reporting	Y	Y	Y
Configuration backup (Cisco)	Chargeable	Y	Y
Remote network audit	Chargeable	Y	Y
Change control & remote IMACS	Chargeable	Y	Y
Service provider management	Chargeable	Chargeable	Y
Incident & problem management	Chargeable	Chargeable	Y

Customer Portal

A secure portal which enables our customers to gain access to the Keltec call management system, contract schedules, infocentre and associated remote monitoring features such as availability statistics, link utilisation reporting and change control.

24/7 Monitoring and Notification

- Automatic collection of performance and alert statistics
- Trouble Ticket raised but not actioned on the call management system
- Notification of alerts via email & SMS for up to 5 defined points of contact

Fault Desk

- 24 hour, 365 fault desk manned by trained networking and security engineers
- The desk will handle any calls on hardware faults or issues

Keltec – Managed and Support Services

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Availability Reporting

- Monthly HTML reports providing graphical views of device availability over time
- Reports will be provided in online, GIF and PDF formats for download

Link and Device Reporting

- Monthly HTML reports providing graphical views of performance and loading of up to a defined number of links (in and out traffic), routers or switches over time. Summary reports for each group are included.
- Reports will be provided in online, GIF and PDF formats for download

Configuration Backup

- Automated backup of Cisco IOS devices
- Access to download
- Centralised storage for configuration taken during business take-on (BTO)

Remote Network Audit

- Undertake remote or on-site discovery of inventory details, asset information
- Utilise discovery tools
- Maintain information via change control

Change Control & Remote Installs, Moves & Changes

- Access to Keltec change control – read and write
- Provision of engineering resource to undertake remote changes (major/minor)
- Minor change – 15 minute activity, i.e. shutdown port
- Major change – 60 minute activity, i.e. apply and test new configuration

Implementation & Service Levels

Server Provider Management

- Keltec to coordinate your WAN provider and/or ISP
- Up to three service providers – i.e. BT, Cable & Wireless, Verizon

Incident & Problem Management

- Provision of fault investigation and technical resolution
- Notification of alerts via phone within 15 minutes
- Keltec own the task of identifying and resolving network faults

Object Limit

The object limit is the maximum number of items monitored within the service level agreement (SLA). An object is any component that is being monitored directly, e.g. a card within a chassis counts as a single object.

Monthly Report Analysis

Reports will be provided monthly to customers to download. Further analysis of these reports can be provided but will be charged based on the frequency of reports required.

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Bespoke Service

The services detailed in this packaged proposition are fixed. Additional requirements can be requested but will be subject to the standard agreed cost models for monitoring and management services.

Deployment

- Remote deployment of management solution
- Portal overview provided at BTO
- Information required from customer in order to undertake this activity – i.e. IP addresses, naming conventions, community strings etc

Connectivity

- Secure VPN link to terminate on customer equipment
- MPLS and leased line options for higher level services