

# Managed Network Service

Sure's Managed Services offering incorporates network management and monitoring services which are designed to provide a level of support that best suits your business's needs.

Knowing one size does not necessarily fit all, our tiered service model offers features which start with a basic proactive monitoring, and scales up to a fully managed service.

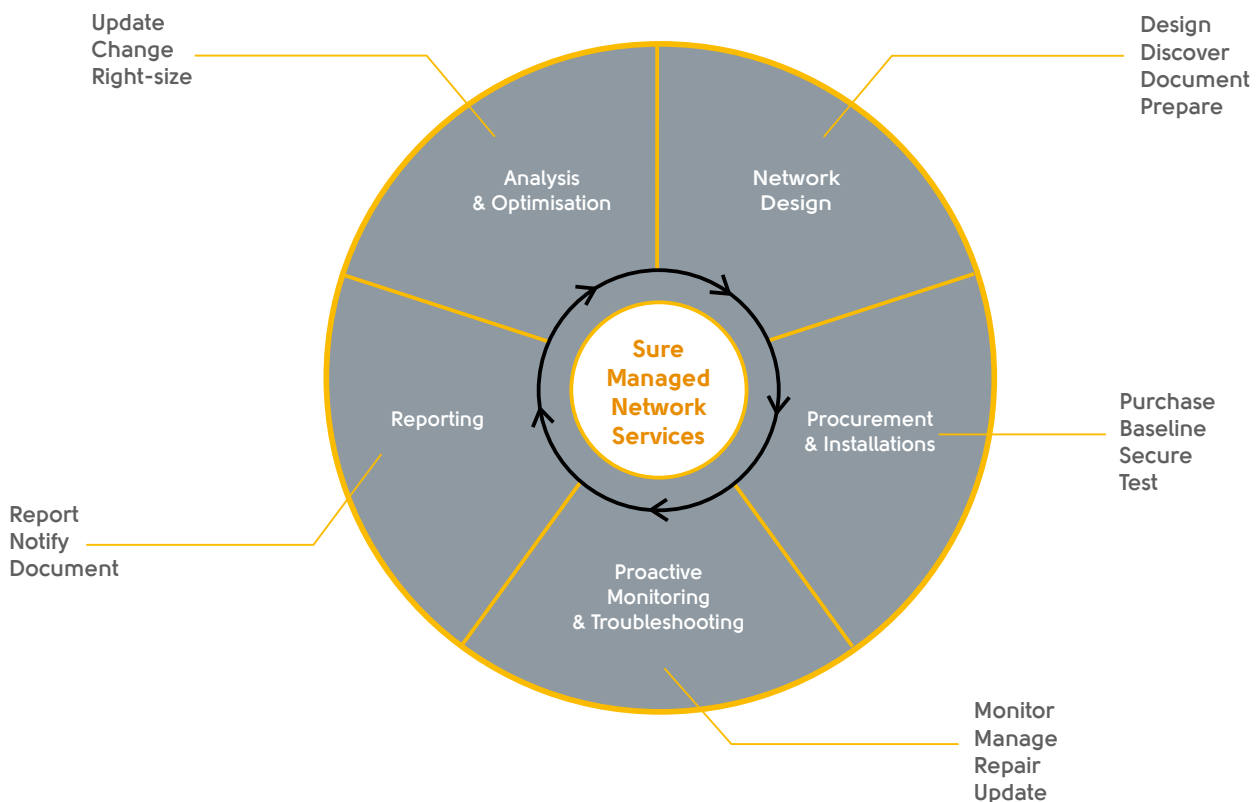
	<b>Peace of mind</b>	24/7/365 support
	<b>Skills</b>	The service allows us to supplement your skills gaps
	<b>Proactive response</b>	Proactive critical event reporting ensures that you are aware of any business impacting IT issues
	<b>Address capacity needs</b>	Capacity reporting allows you to make informed scaling decisions and know how to react to capacity problems. This is backed up by a Sure chargeable and non-chargeable pre-defined service catalogue
	<b>Controlled configuration</b>	Configuration management ensures actual configurations are always known in the event of issues or device replacement
	<b>Historical forensics</b>	Logs are generated and recorded to ensure there is a forensic history
	<b>Change control</b>	Change controls ensure governance is applied to the service to avoid unnecessary and untracked service affecting issues
	<b>Regulatory and compliance</b>	Our detailed reporting allows you to document your IT service care and maintenance for regulatory and compliance purposes

## Managed & Monitored

The Managed Service product is a comprehensive provisioning and management package for an Enterprise Network. The network devices are individually monitored and in the event of failure or poor performance remedial action is automatically taken such that impact to Customers is minimised.

The Monitored network service is an ideal option for customers that may have an in-house capability for break-fix, updates and patching but still need the peace of mind of a fully monitored network.

These services may be purchased individually or blended across a mixed estate of networks and equipment.



Sure's Managed Network Services are not only based on IT Industry best practice but are designed to ensure that your network can change to adapt to your business need.

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