

## SERVICE OVERVIEW

### Managed LAN Services

If you're looking for a Managed LAN Service for all your business data needs, you need one that you can rely on, no matter what.

The Local Area Network (LAN) is a pivotal component in the delivery of digital services. Both performance and reliability are critical to the end-user experience.

Our wired and wireless LAN solutions are secure, dependable and backed up by our expertise and partnerships with leading network infrastructure manufacturers. Whether you're

looking to invest in a new LAN or get support for your existing network, we can design, install and manage your equipment and network infrastructure for you. Leaving you free to focus on other strategic IT priorities in your business.

Our LAN solutions use our award-winning Stratiam™ technologies to maintain, monitor and manage your networks. You'll be fully supported by our expert teams and have access to all key reporting tools.

### LAN DESIGN & BUILD

If you need to build a new wired or wireless LAN, or upgrade an existing one, we'll work with you to design and build it using equipment from our technology partner that's tailored to meet your exact requirements and budget.



### What's included when you choose Intergence as your Managed LAN Partner

99.99%  
AVAILABILITY  
15min Response  
4hr Fix

- Leading Technology
- Secure Access
- Predictable Opex Cost
- Increased Productivity
- SLA Driven Services
- Service Transparency

24x7  
SERVICE  
SUPPORT

## THE INTERGENCE VALUE

Our LAN services include discovery and assessment of the existing architected infrastructure. The discovery provides us with the detailed knowledge of the underlying interconnected LAN layer-2/3 relationships and highlights any areas of concern that we would assess against best practice design, such as single-point-of failures (SPOFs), security & vulnerability concerns, end of life, support/sale status and configured operation. The discovered data is also used as the 'Seed' file for management on-boarding into our Stratiam™ Unified Management & Monitoring systems.

All of our support systems, coupled with our exceptional service support teams, enable us to consistently achieve our number one objective of a **>than 90% First-Time-Contact-First-Time-Fix** SLA.

## KEY BENEFITS



### Stratiam™ Managed & Monitored

- Fully Managed LAN
- 24x7 Service Support



### Predictable Operating Costs

- One Consistent Monthly Cost
- Easy to budget for scale & Growth



### Secure Access

- Secured Application Access
- Secured Business Systems



### Proactive Monitoring

- Detect incidents before they start
- Predictive Monitoring



### Customer Transparency Services

- Service Operational Transparency
- Tailored Support Services

## Differentiated Support Experience

Our Managed LAN service comes with the peace of mind you would expect from a leading MSP service provider such as Intergence.

With our **24/7/365** support options, comprehensive standard SLAs, proactive management, service desk support and **>than 90% First-Time-Contact-First-Time-Fix** SLA it makes choosing Intergence the partner of choice.

Our technical teams will also help and assist with your LAN network migrations, including project management, consultancy and professional services.



HM Government  
G-Cloud



CYBER  
ESSENTIALS

intelligence

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