



# Sure Advisory & Design Services

Designing your optimal communication and network infrastructure



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## Introduction

Today's business depends on network infrastructure to deliver IT benefit to colleagues and customers. Optimising infrastructures can be a complex process and can have costly outcomes if not planned correctly. No longer is it just a matter of the size and speed of a connection.

Wi-Fi needs to work everywhere, cloud connectivity dictates application performance, reliable fast internet is the norm, machine to machine connections are critical, Unified Communications are the backbone of internal communications, and we expect it all to integrate with our mobile applications.

It doesn't stop there; the competitive landscape means your IT and the network that underpins it has to constantly seek to be better and more efficient in order for your business to thrive.

Over time IT systems and networks can become over complex with legacy elements and poorly utilised resources. We can help simplify and rationalise your network assets and ensure that you have the flexibility to change as quickly as your customers demand.

At Sure we have a wide range of expertise in designing and optimising customer networks and the resources to bring those designs to life, to create networks that deliver for your business.



## 1 Audits & Surveys

It's not uncommon to lose track over time of circuit and network equipment inventory. Or you may be experiencing poor performance in applications but not be able to find the root cause.

Understanding what you have is a critical first step before deciding what you need to realise your future network vision.

Sure have the experience to uncover the details of your existing assets and the tools to discover and document your inventory. But it doesn't stop at inventory, we can also assess your current and future network performance to uncover bottlenecks and recommend a reconfiguration or additional bandwidth to solve the issue.

We start by undertaking the following surveys:

- Structured Cabling Survey
- WAN/LAN Audit
- Asset Management Audit
- Physical Network Audit
- Wireless Survey
- Penetration testing

## 2 Network Design

As your business changes and embraces digital transformation, your network must change as well. Sure have the Network Design skills to integrate your systems and architect new networks, which can transform your business practices, using technologies such as:

- Networking, switches and routers & firewalls
- Internet VPN
- Ethernet (Fibre/point-to-point)
- WiFi solutions
- MPLS
- VPLS
- SD-WAN
- Software Defined Networks

Whatever your network needs, Sure can design a network to suit your requirements today and, importantly, prepare you and plan for the future - all whilst aligning to your budgetary and timeframe constraints.

### 3 Security Solutions

There are numerous recent examples of security breaches and data losses for companies with consequent reputational damage and financial loss.

Sure have deep experience in advising clients and designing solutions for the best network security and integrating those solutions with our dual secure data centres and private cloud instances.

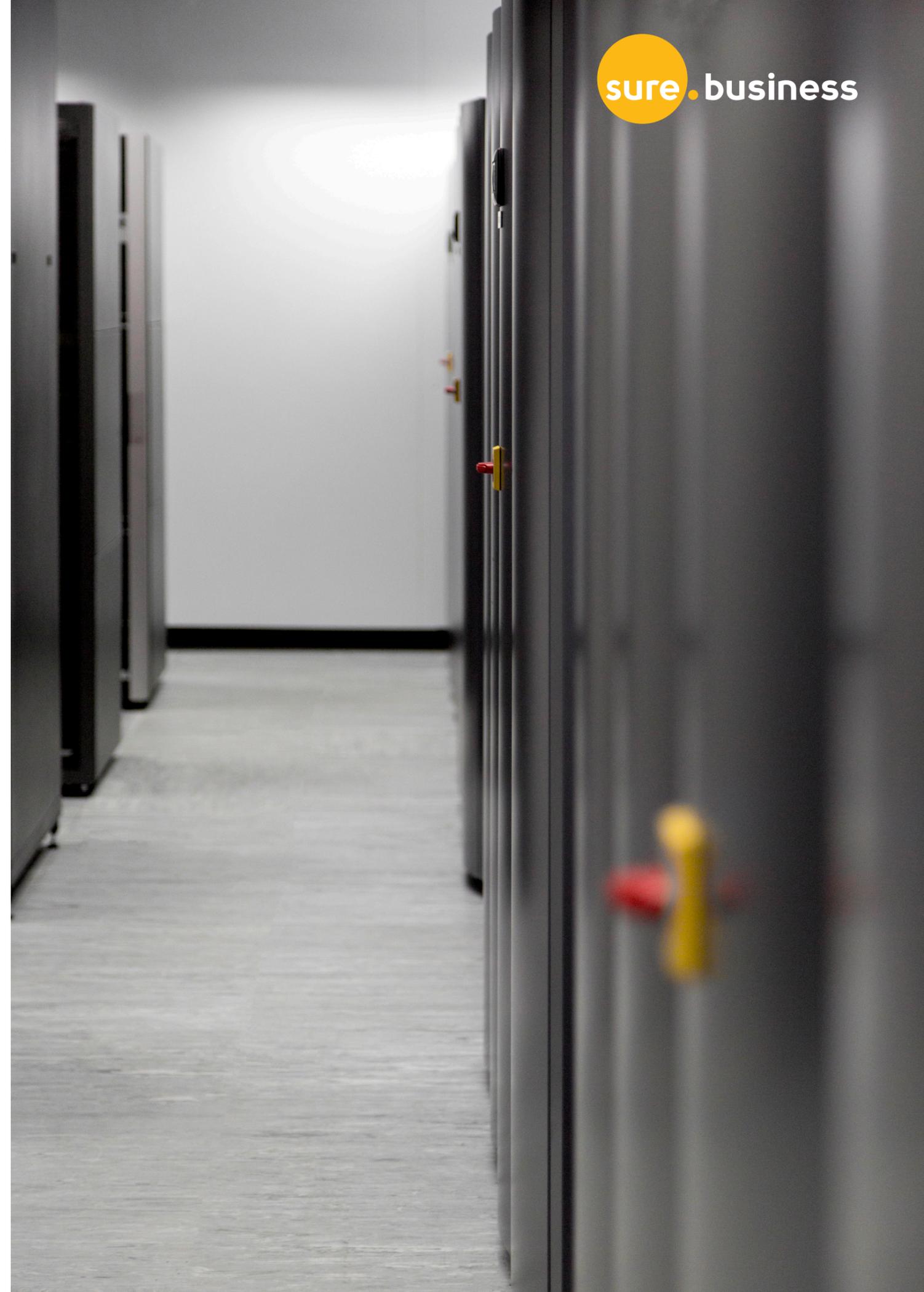
Our security solutions include:

- Managed Firewalls
- Threat Defense Systems
- Firepower Services (application layer firewall)
- Intrusion detection & protection
- Trustwave advanced security services

### 4 Data Centre & Cloud Migration

Moving data centres can be a complex and risky change programme. Our consultants can help you minimise risk by carefully planning that change. Additionally, if you have on-site servers or a data centre of your own, we have the experience and the planning resources to drive significant savings for your business with a combination of:

- Server relocation to our Tier III data centres
- Migration to our Private Cloud infrastructure
- Interconnects to flexible Public Cloud capacity with the big vendors such as Amazon Web Services and Microsoft Azure



## 5 Technology Procurement

Sure have partnerships with a number of market leading technology vendors allowing us to design, plan, install and support state of the art equipment for deployment into your network. Our partners range from unique suppliers with best in class technologies through to global giants like Cisco and Mitel (of which Sure are Gold Partners) supplying a large range of equipment all of which can be installed, monitored and managed by Sure.

## 6 Communication Systems

We can help modernise your infrastructure, drive efficiency and save you money with everything from traditional fixed-line or a Voice over IP system (VoIP) through to large-scale Contact Centre solutions and Unified Communications.

No longer is collaboration limited to huddle rooms and conference tables. Collaborate anywhere, on any device, with the same set of tools and a consistent look and feel. Whether you're in the office, at home or on the road. With collaboration, conferencing and messaging all rolled into a single, unified service, employees spend less time trying to connect and more time engaged in productive communications.



**Process**

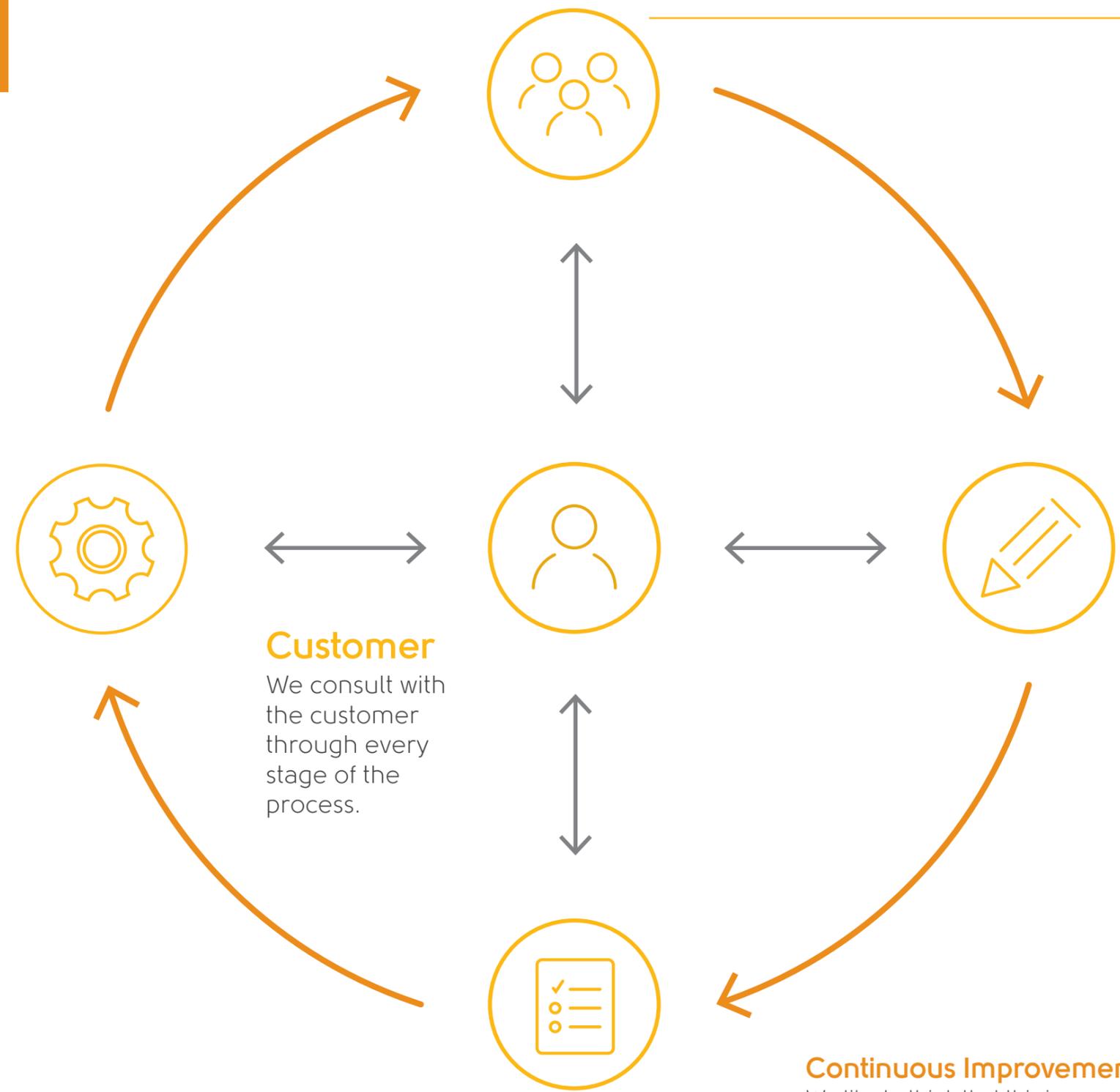
Sure's Advisory & Design Services team have developed a clear process for engaging with clients:

**Manage**

The conclusion of the implementation stage is client handover and handover to Sure's Managed Services team should Sure be managing and/or monitoring the network elements.

**Implement**

This process stage is where the Sure implementation team engage to manage the realisation of the project into life including network provision, equipment purchase & installation, cabling and testing. All our consultants and engineers are accredited and experienced.



**Consult**

Initial contact with Sure's consultants is via the Sure's account management team. This initial engagement usually results in a requirement meeting between the consultants and your IT and Network teams to fully understand project goals and timescales. This can also include physical network audits and surveys, performance analysis and on-site visits.

**Design**

We then move into the Design phase in which Sure will create an initial bespoke design and engage with any external vendors necessary to architect the solution. This is then shared with you and any adjustments or changes are made to finalise the design. Throughout the design process we'll ensure the solution is fully compliant with internal governance and external regulations.

**Continuous Improvement**

We like to think that this is a process of continuous improvement as the network or solution is used and managed improvements and changes are usually required so we cycle round once again to consult on the next design to accommodate growth or business change.

**Customer**

We consult with the customer through every stage of the process.

# Consultants



## Nick Toon

Head of Professional Services, Nick Toon, leads the Professional Services team and is also our voice and communications specialist. He can advise clients on driving business efficiencies through Unified Communications and Collaboration applications. He has driven significant transformation projects for large and small clients transitioning from legacy systems or wanting gain competitive advantage by driving team performance through collaborative technology.

He also manages our Gold partnership with Mitel and was instrumental in gaining the certification.

## Experience

- Cisco Certified Network Professional (Routing & Switching)
- Cisco Certified Network Associate (Routing & Switching)
- Cisco Certified Network Associate (Voice)
- Mitel Certified Professional (Contact Centre)
- Mitel Certified Professional (Virtual/ Private Cloud)
- Mitel Certified Specialist (Communications)
- Mitel Certified Specialist (Cloud)
- Mitel Certified Specialist (Unified Communications & Collaboration)
- Mitel Solution Design Associate
- Mitel Sales Professional (MiVoice Business)
- Mitel Sales Professional (MiContact Centre)
- Mitel Sales Professional (UCC & Mobility)
- Mitel Sales Professional (MiVoice Office 250)
- Mite Sales Professional (Hospitality Solutions)
- Microsoft Certified Professional
- Mimecast Technical Gateway Specialist
- SSCA SIP Certified Associate
- ITIL v3



## Andy Winslade

Andy is an experienced, Senior IT Consultant who is particularly focused on networking and security technologies, network design and solution deployment. His strong background in Secure Network Technologies stems from his experience in public-sector markets, most significantly, the technology-dominated defence and aviation sectors.

Networking isn't Andy's only strength. He has all the skills needed to plan, design, manage and implement technology projects from inception to completion. He is also well-versed in integrating a wide variety of technologies into a single solution.

## Experience

- Cisco Certified Network Professional (Routing & Switching)
- Cisco Certified Network Professional (Security)
- Cisco Certified Design Professional
- Cisco Certified Network Associate (Wireless)
- Mimecast Gateway Technical Specialist
- ITILv3

## Our Consultants

We like to think of our team of consultants as the architects of your future networks. As with an architect the right outcome is one that meets your organisations requirements and budget. We have hired the finest talent and keep everyone up to speed with the latest technology by investing in continued education and certification.



### Chris Langlois

Holding more than 20 years' experience in IT and communications provision, Chris is a highly experienced and qualified Senior IT consultant and analyst. Chris has a particular interest in Technical Innovation within Professional Services and a focus on intent-based networking and driving software defined design, development, migration and execution.

Chris works predominantly with Government and large enterprise clients to understand their security posture and support them on their digital transformation journeys.

#### Experience

- Cisco Certified Network Professional
- Cisco Certified Voice Professional
- Cisco Business Value Analyst
- Cisco Meraki Network Analyst
- Cisco Sales Expert
- ITIL v3



### Ian Bell

Ian Bell has a wealth of unified communications, networking and cloud hosting (IaaS) experience.

Before Joining Sure, Ian had worked for Mitel and some of Mitel's largest channel providers in the UK. As a result, he holds most of the Mitel product portfolio's highest certifications.

On top of the Mitel certifications, Ian also holds a range of industry recognised networking and cloud specialisms. As a result, Ian's knowledge and experience is invaluable when it comes to the design and implementation of complex solutions.

#### Experience

- Cisco Certified Network Professional (Routing & Switching)
- Cisco Certified Network Associate (Voice)
- Cisco Certified Network Associate (Routing & Switching)
- Mitel Certified Professional (Contact Centre)
- Mitel Certified Professional (Virtual)
- Mitel Certified Specialist (Communications)
- Mitel Certified Specialist (Cloud)
- Mitel Certified Specialist (Unified Communications)
- Mitel Solution Design Associate
- Mitel Sales Professional (MiVoice Business)
- Mitel Sales Professional (MiVoice Office 250)
- SONUS SBC Edge
- ITIL v3



### Robert Taylor

Another member of the Professional Services team who has more than two decades experience in the telecoms sector is Robert Taylor, our Professional Services Engineering Manager & Senior Network Consultant.

Holding a range of Cisco qualifications, Robert brings both engineering and relationship management experience to the team that he leads, ensuring the delivery of truly exceptional customer service to our enterprise customers.

#### Experience

- Cisco Certified Network Professional (Routing & Switching)
- Cisco Certified Network Professional (Security)
- Cisco Certified Network Associate (Wireless)
- Cisco Sales Expert
- Information systems security professional (INFOSEC)
- ITILv3



### Simon Watkins

One key element of experience that our Senior Network Consultant, Simon Watkins, brings to bear is an understanding of the technology challenges thrown up by mergers and acquisitions.

Holding all the skills and Cisco qualifications needed to plan, design, manage and implement technology projects from inception to completion, Simon has a solid foundation of knowledge and expertise which is needed to bring together differing systems. He also has deep experience in Government-level security and has worked with numerous Enterprise class clients.

#### Experience

- Cisco Meraki CMNA
- Cisco Certified Network Professional (CCNP)
- Cisco Certified Design Professional (CCDP)
- Cisco CCNA (Wireless)
- Cisco Certified Network Associate (CCNA)
- Cisco Certified Design Associate (CCDA)
- CQS - Cisco IP Communications Express Specialist
- CQS - Cisco IP Telephony Express Specialist
- ITILv3



**Guernsey**

Centenary House,  
La Vrangué, St Peter Port,  
Guernsey, GY1 2EY  
01481 757757

**Jersey**

The Powerhouse,  
Queens Road, St Helier,  
Jersey, JE2 3AP  
01534 888291

**Isle of Man**

Atlantic House,  
4-8 Circular Road, Douglas,  
Isle of Man - IM1 1AG  
01624 692222