

Managed Services Network

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.



Peace of mind

24/7/365 support



Skills

The service allows us to supplement your skills gaps



Proactive response

Proactive critical event reporting ensures that you are aware of any business impacting IT issues



Address capacity needs

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



Controlled configuration

Configuration management ensures actual configurations are always known in the event of issues or device replacement



Historical forensics

Logs are generated and recorded to ensure there is a forensic history



Change control

Change controls ensure governance is applied to the service to avoid unnecessary and untracked service affecting issues



Regulatory and compliance

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.



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.

Advisory & Design

At Sure we have a team of specialist consultants with expertise in designing and optimising customer networks including network management and monitoring. Ask your account manager how Sure's Advisory & Design Services can help modernise your infrastructure.