

Network Managed Service

Your local area network represents your business' nervous system. If it fails the entire system will cease to work. If it is poorly configured, both performance and security suffer. If it is vulnerable to attack, both your business' health and security is at risk. If it is not secure, then you are possibly negligent in your duties of care for data.



Tribal Managed Services provides a Network Managed Service designed to:

- Determine the health of your network
- Reconfigure your network where necessary to maximise security and performance
- Provide a regular network management regime
- A yearly review meeting and health check which can be synchronised with your budget creation process, to support proposals for any network growth
- Put you back in control of your network by implementing SLA standards
- Provide incident handling and support
- Provide advice on network issues

How we deliver the service

Our Network Managed Service addresses the need for highly skilled management of modern local and wide area networks. The network is the key IT infrastructure component that determines the performance, security and availability of all IT systems. Change management is important in this area as the ramifications of unmanaged change can bring the organisation to a halt.

Benefits to your organisation

- Confidence that your network and its devices are securely managed
- Confidence that your network documentation is up-to-date. Network documentation will be created as part of the initial review and thereafter kept up to date with our change management process
- Greater network performance
- Regular network reporting
- High level of skills and expertise to hand
- Greater control of your network
- Improved security
- Cost effective solution

Why Tribal Managed Services?

Tribal Managed Services provides expertise at your command for far less than the equivalent staff would cost and we speak a language you will understand. We offer an independent, professional, objective assessment of any risks your current networking poses to your business and changes you need to make over the following three years. More importantly because you want the peace of mind of knowing that your network, upon which the business information systems depends, is in safe hands.

Service elements

On-site review

A three-day on-site review of your network's topology, documentation, security and performance, to identify risks to your business from poor network design, implementation or management.

Network health report

A report written from a business perspective, which will form part of your ILT Strategy, to propose any work required to align your network with good practice and your business needs.

Ensure healthy network configuration

Re-configuration work associated with getting your network up to industry configuration standards and appropriately documented.

Service level agreement

With documentation of major network component settings - Firewall, DNS, DMZ, Proxy and switch configurations, change procedures, security settings, individual contacts and roles.

Anti-virus solution

Management of your anti-virus solution and its integration with network configuration.

Network management

Implementation of network management tools on your network set up by Tribal Managed Services' staff, which monitor your network continuously and automatically alert us to 'out of threshold' conditions.

Regular, monthly management of your network by experienced network management staff, who will access your network remotely (with safeguards) and carry out:

- Analysis of security and performance logs and report on status
- Monitoring of the performance of the network and its inter-site and Internet links
- Management of dynamic components - firewalls, routers and intelligent switches
- Capacity planning trend analysis
- Remedial action
- A responsive service to carry out re-configuration work including making changes to firewall, and router settings

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Tribal Managed Services is a Tribal Technology business