

SOLUTION OVERVIEW

MANAGED SERVICE DIAMOND

Our most comprehensive network support package. DIAMOND MS includes SILVER and GOLD levels of support

The complete management of your network infrastructure is complex, time consuming and can be extremely costly. Offloading the challenges to an expert removes pressures you don't need, and ensures that all business critical network activities are taken care of. This includes reactive support such as break fix, proactive support such as network management and software updates right through to planned health checks, reporting, analytics and any necessary changes.

Ensign have been supporting clients networks for 30 years, so why not take some pressure off your IT team allowing you to concentrate on your day to day business activities.

HEALTH CHECK


Once you've signed up for DIAMOND support, we will schedule to conduct a complete health assessment providing a current view of all devices connected to your network. A network schematic will be created, plus backup of configurations and the creation of supporting documentation. Our end to end health check will be conducted every 6 months, if you should require more frequent health checks let us know.



REPORTING

Scheduled reports will be created and issued to you, making sure you will have a complete picture of your network, and its performance, all the time.

This will include:

- **Weekly:** Pre-configured reports on performance, availability and security
- **Quarterly:** Service delivery reports to discuss trends, faults, recommendations and firmware updates 
- **Half year:** Complete network health check

MOVES, ADDS, CHANGES (MACs)

Our change control process brings flexibility to your needs. Using a token-based system, tokens will be calculated and redeemed by 'time taken' for required support activities. Our token system covers remote changes and requires us to have a secure remote link to your network. Depending upon your MAC needs, you can purchase a set number of tokens, or a set number of MACs in any 12-month period. Additional tokens will however be available for purchase in year.



OPTIONS DESIGNED FOR YOUR BUSINESS

If you require an alternative level of support then please speak to a member of the Ensign team about our SILVER and GOLD Managed Services packages.

Call us today on 03330 150 250.