



## Managed Network Solution Brief

### Managed Network

In today's fast-paced business landscape, a seamless and reliable network is the backbone of success. Our teams understand the critical role networking infrastructure plays in keeping your operations running smoothly.

Our Network operations teams offer unparalleled 24x7 support for your network devices like routers, switches, wireless access points, WLAN controllers, and internet circuits.

Our comprehensive Managed Services scope covers all aspects of network support including 24/7 Realtime Telemetry Monitoring, Configuration Management, Design, Changes, Troubleshooting, Software Patching, and Firmware Updates. Additionally, we integrate with existing IT and network operations teams for Incident Handling and Advanced Product Support.



### Comprehensive Scope Coverage

#### Realtime

Monitoring

#### Ongoing

Configurations, software update  
management

#### Continual

Policy Tuning and  
troubleshooting

#### Incident Handling

And Advanced Product Support

#### Custom Processes

Co-authored runbook, communication  
plan and Ticketing Integration

#### Collaboration

Assigned Teams with  
primary engineer  
and Service Delivery Coordinator

## Managed Network

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### Delivery

Our teams will begin by working with you to review and assess which components of your infrastructure should be managed by our network operations center.

We will develop a runbook of detailed processes which your team can count on during the engagement and receive alerts when our teams are working on issues or tickets. We will proactively analyze and monitor your infrastructure while presenting recommendations for improvement and performance.

#### **Proactive Monitoring & Alerting**

Real-time monitoring allows us to address concerns swiftly while minimizing downtime, keeping your network up and running.

#### **Configuration Management**

Our teams work with you to optimize and configure your devices to your specific needs while insuring performance and security.

#### **Patching**

Our teams will diligently manage firmware patching of your devices while working with your teams around business hours maintenance windows.

#### **Troubleshooting**

With a variety of technologies and skills needed to support a variety of devices it is important to have a provider that can swiftly diagnose, troubleshoot, and resolve issues in real-time.

#### **3rd Party Manufacturer Support**

Diverse environments mean a diverse set of devices across a variety of manufacturers. Our teams will help consolidate support and management across these ecosystems and give you peace of mind.

## Managed Services

### **CPTS-MSS-NOC-NET-1Y**

Managed Network Services - routers, switches, wireless access points and WLAN controllers - per device, for 1 year

Learn more about [Infinity Global Services](#)