axians

MANAGED NETWORK SERVICES

Making Business Critical
Outcomes Reality

Axians is the Vinci Energies brand dedicated to ICT

VINCI
ENERGIES

Axians Managed Network Services

Availability of business critical applications is paramount for any business in this challenging Digital age. Axians fully understands the importance of working with our clients in a collaborative manner developing strong relationships, built on a foundation of trust and transparency and providing support services that enable businesses to focus on their own goals, that ultimately result in a level of strong client retention.

Network stability and availability of services is key to ongoing customer retention and provides a platform from which to build long term and trusting relationships with your clients.

A key element of this is how quickly network outages are addressed and the efficiency of planned maintenance works by networking teams. Maintaining the correct level of resources and finding the balance between key staff working on strategic technical initiatives and being available on a 24hr basis is a difficult thing to do. Axians will help you find this balance and free up key staff to focus on strategic business goals and objectives.

Axians has the ability to deliver a wide range of operational services while enabling customers to focus primarily on their business, ultimately helping organisations fast track important innovations and upgrades to their networks, and deliver true value back to their clients and users.

Mike Chester
Managed Services Director

Axians Support Features

- **UK based Network Operating Centre (NOC) staffed** on a **24x7x365** basis

- **Remote 3rd Line Technical Support,** available 24x7

- **Incident Management**

- **Advanced Replacement Spares Service** to contracted SLAs (Next Business Day or Same Business Day)

- **Critical patching,** bug fixes and security updates

- **3rd Party Supplier Management**

- **Regular End of Life/Services** customer inventory reviews to identify products and components for upgrade and replacement options

- **Service Management** including regular service reviews covering service quality and incident updates

- **Service Transition:** Design, Build, Operate, Transfer back model of Service

"Axians excels in translating our business requirements into technical solutions by immersive engagement with our relevant technology stakeholders and proactively introduces technologies to our technical owners."

GLOBAL BROADCASTING COMPANY

1 Network Monitoring

The standard service includes:

- Availability and monitoring of key performance indicators (KPI), to tailored thresholds

- Screening of alarm events, failure, or malfunction of services

- The initiation of correctives or troubleshooting procedures as documented and agreed

- Escalations (internal, customer or third party)

The services are available in the following options:

- **Business Hours** (09:00 to 17:30 5 days per week)

- **Out of Hours** (17:30 to 09:00 5 days per week)

- **24 x 7** (24hrs 7 days per week)

"We have come a long way on our journey together to provide world class services and we certainly rate Axians to be our trusted partner."

GLOBAL SERVICE PROVIDER

2 Network Management

Axians will supplement your own resources from our UK based 24hr staffed remote NOC facility in Basingstoke and provide proactive **management and maintenance** of your network infrastructure.

The standard service includes:

- Resolution of network related incidents

- Implementation of standard service requests and changes

- Reactive problem management

- Management of critical security and operating system patches as applicable

- Management of VLAN routing tables and activation and deactivation of switch ports

3 Moves, Adds and Changes

Axians will supplement the customer network resources and systems with an agreed number of defined moves, add and changes to the customer network estate.

The standard service includes:

- Standard defined run rate configuration changes as documented and agreed

- Reporting of Standard Changes completed each period

- Standard changes follow the Axians and customer Change Management process

4 Hardware and Software Support

Axians will provide hardware and software support for the customer network estate as defined in the customer inventory, subject to adherence to vendor policies for End of Life and End of Service Policies.

The standard service includes:

- A UK Based single point of contact available on a 24 x 7 basis

- Axians suported access to unlimited vendor advance technical teams as and when required

- Advanced/automated diagnosis capabilities where applicable

- Logistics capability for RMA Break Fix (Part and/or Engineer to site)

5 Additional Services

The non-standard service includes:

- Complex bespoke changes to core network or functions requiring Project/Design/Consultancy tasks and major changes managed through Axians and customer Change Management process

- Service Delivery Management

- Local on-site resident technical engineer (RTE)

- On-site field engineering resource

- Remote technical support call-off hours engineer packages, tailored to customer requirements

Professional Services and Consultancy

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Our mature framework provides our customers the ability to deliver sustainable solutions and services.

Capabilities include:

- **Transformational Technologies** - Axians have expertise in delivering full-stack transformational networks including AI-driven and intent-based networks

- **Network Reliability Engineering** – Understanding, measuring and automating the reliability of the network

- **Network Analysis & Visibility** - Deliver a rapid, detailed picture of your network which means you can take the necessary action to deliver on key objectives

- **Pen Testing** - We have a proven process of assessing information technology systems and communication systems for security weaknesses

- **Service Design & Build** - Ensuring the network design can meet the challenges and that each strategic development required has a clear return on investment

- **Customer Lab Access** - The Axians Lab is a purpose-built datacentre, with racks of available space, a pre-stage/build area and meeting rooms

- **Program Delivery** - Internationally recognised project management methodologies and techniques ensure we meet expectations, and deployment issues and risks are addressed quickly

Axians Network Lifecycle Services and Managed Support Services
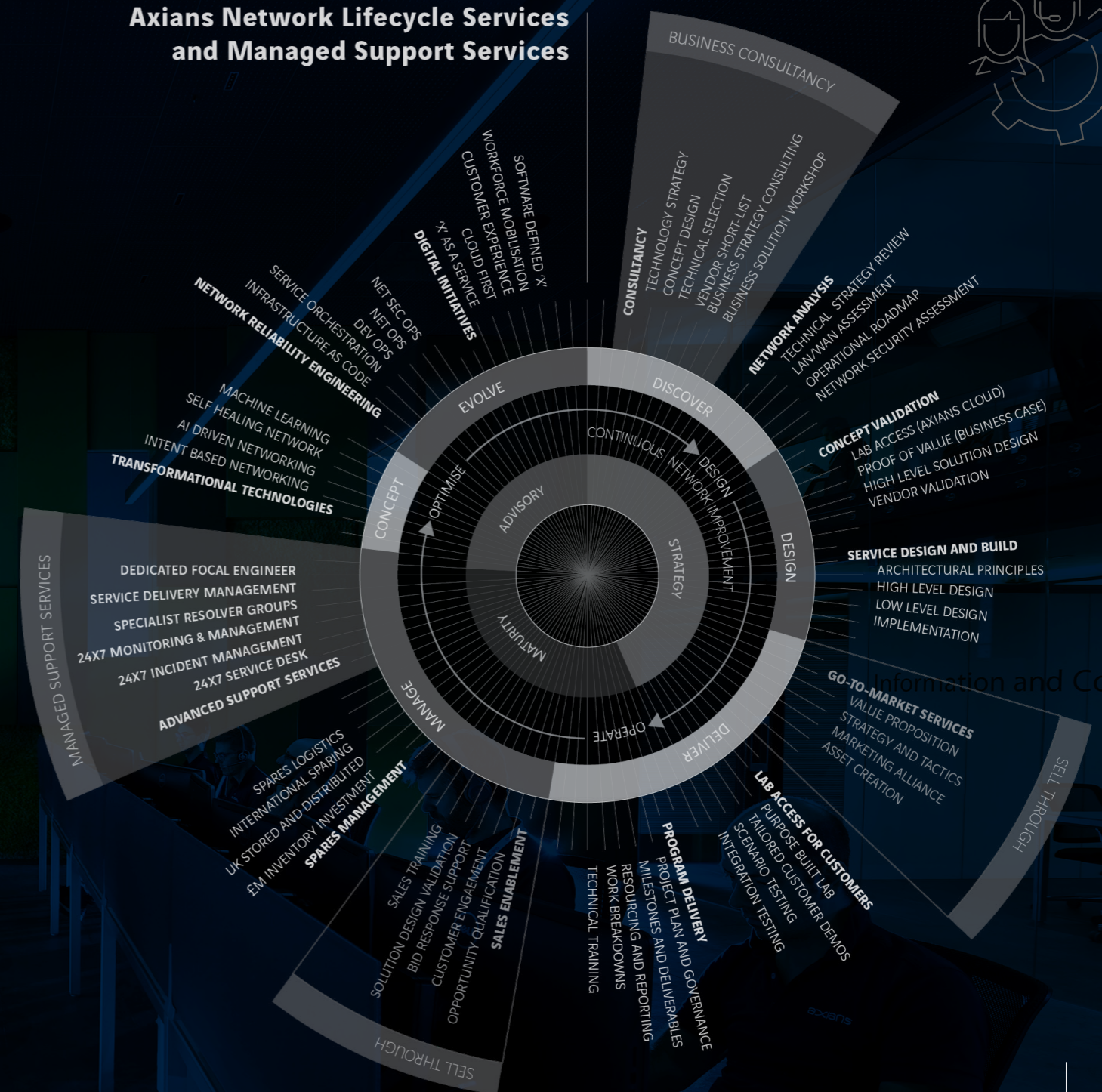
7 Making Business Critical Outcomes Reality

What makes Axians Managed Networks Services a success?

We are told it is the combination of our people and our reputation in making the right decision for our customers. Our long heritage and extensive experience means we have a deep insight and understanding of business aspirations, challenges and how paramount critical applications can be in accelerating change in a challenging digital world.

That is why Axians Managed Network Services mission has collaboration at its core. We develop strong partnerships with our customers that are built on trust, transparency and an environment of innovation, openness and simplicity. We have highly experienced people in complex network design, global delivery, 24x7 European and UK based operations and we consistently deliver the products and services that makes critical operations easier and better for our customers.

JUNIPER NETWORKS

silver peak™

cisco Meraki

FORTINET®

VERSA NETWORKS

Pulse Secure

zscaler™

ADVA™

Mist
A Juniper Company

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