

# LAN MANAGEMENT

Don't settle,  
throw off the shackles

Local Area Network Management. It's necessary but rather distracting. Especially if you're determined to do it properly. It keeps the lights on, the apps working. Everyone stays connected. And it chews up precious resource in the process. So, here's a thought: entrust us with your LAN. Optimise its performance, get greater control by standardising LANs across your whole estate and reduce your ICT overheads.

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**Let us deal with  
the headache**

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**BUSINESS**

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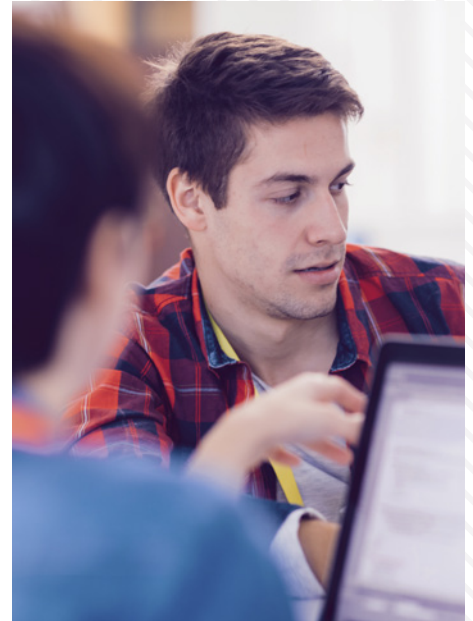
## What is LAN Management?

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Let's make things  
really clear

LAN Management is the collection of skills and tasks that keeps your network running to its design specs. It's a combination of monitoring performance, maintaining the physical equipment and then managing the optimal config. At Virgin Media Business, we can do the monitoring, the maintenance or the management. Or all three.

Pricing is tariffed with a set-up charge and monthly, quarterly or annual rental. You can add and remove devices within term without affecting the price. The service amounts to months of man-days back every year for the strategic stuff that adds real value.





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## Why trust us?

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# LAN Management makes perfect sense

We've been trusted to manage WANs for years and our managed LAN service means we've got networks covered end to end.

To do it in-house for one organisation is inefficient. You need highly-skilled teams with a brace of certifications, often working 24/7 – which means training programs and cost.

By turning to us, you'll get SLA-based access to a deeper pool of accredited architects and engineers, available round the clock and totting target fix times.

Somewhat magically, less budget is needed. Economies of scale kick in because we spread the costs across hundreds of customers.

The complexity of LAN is increasing. VoIP and Unified Comms are testing the performance and the stability of networks not engineered to accommodate them. As you evolve your flexible and agile working strategies and implement new technologies to grow your business, end to end network performance becomes ever more critical.

## Why Virgin Media Business?

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**Our expertise helps  
customers achieve  
and maintain their  
digital edge**

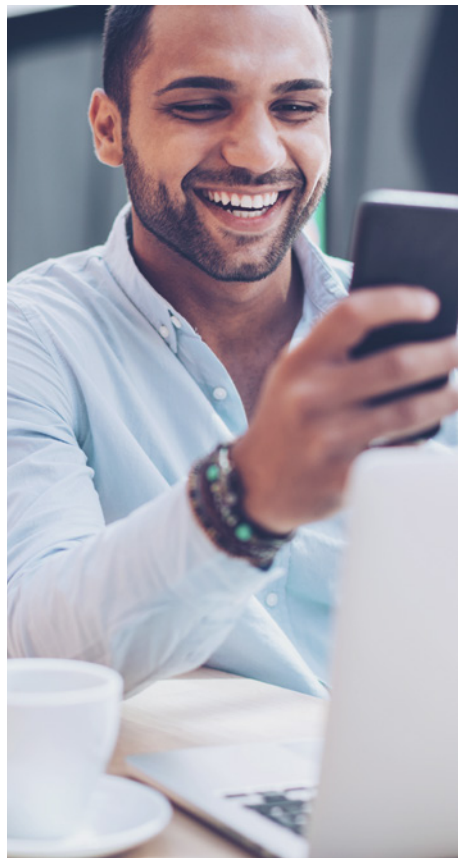
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Given that LAN Management is an important support function, you need to be certain you're collaborating with the right people.

We've been doing this for 25 years. We have the tools, skills and pedigree to assess infrastructure and assist with any redesign, implementations, upgrades and transitions.

We already manage LANs for a range of enterprises, health authorities and councils. All this experience means we're pretty agnostic when it comes to brands of kit. We're certified by 20 vendors, so it's rather likely we've already got the skills you need. And our teams are kept up-to-date with the latest and greatest.





## There's more to it than heritage. And that's all about our purpose, the reason we specialise in LAN Management

We know that you need to stop just keeping the lights on and concentrate on turning your organisation into becoming a Digital Leader.

Because if you could have any power in the IT department, what would it be?

How about the power to disrupt your market? To make meaningful improvements and end bygone business models? To be the policymakers and not the reactive traditionalists? To be more effective with less expense?

In fact, the potential to disrupt already lives in your people, your culture and your organisation. But a business-as-usual agenda – like having to manage your LAN in-house – could be stagnating your growth potential.

Disruption is about being bold enough to do things differently and better. All you need is some help to unleash this potential.

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**Disrupt the market  
with help from us**

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## No more 'make do and mend'

Through LAN Management, organisations benefit from a suite of end-to-end IT services.

We can monitor performance across your networks and devices, maintain the physical equipment across your IT infrastructure, and manage optimal configurations with ongoing service support. Depending on your needs, we'll do the monitoring, the maintenance or the management. Or all three.

So you are free to concentrate on what matters.

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**What could that  
unleash?**

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## Prevention is better than the cure

With real-time monitoring of your LAN – including connectivity, switches, routers, firewalls and WiFi components – we'll always have a complete picture of your network performance, covering network status, availability and resource use.

If something's not right, we'll receive an instant alert. We'll also perform first-line diagnosis before escalating to the right team (ours, yours, or another supplier). And manage the incident while it's live – right up until it's resolved.

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### Monitoring is the key to spotting a service risk before it hits

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This means you get improved awareness of activity across your entire IT infrastructure, plus the chance to detect problems early to prevent and reduce downtime and business losses.

We'll also maintain back-ups of your device's configurations so they're always available when you need them to restore service.

In turn, you'll enjoy improved uptime, productivity and customer satisfaction. There's also the benefit of data driven insights and decisions to consider - plus improved asset utilisation and budget planning.



# MONITORING

## At your service

We'll get the functional stuff done brilliantly. We'll arrive on-site, swap-out faulty kit and restore service, using our large stock of spares and vendor relationships. All work undertaken is wrapped up in a transparent service contract. You'll get to sign off on each incident, receive updates with frequency determined by priority level, and reports to review actual performance against our service commitments to you.

Optional maintenance services can be added to the bundle, including support hours to match business requirements up to 24 hours, seven days a week right through the year. This means a quick return on investment, predictable monthly IT costs and that all-important freedom to concentrate on your core business.



# MAINTENANCE



## Faster, harder, better – it's how we roll

Our management service includes everything in monitoring. But we'll go a lot further to keep your network in optimal shape. This is ideal for organisations needing an external IT service provider to manage their IT infrastructure operation and performance.

### MANAGEMENT SERVICES:

Support to improve performance and reliability

Managing moves, adds and changes

Remote support and monitoring

Change control processes

Patch management

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**It's all processed  
through a single  
point of contact,  
which helps make  
things seamless and  
minimises downtime**

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# MANAGEMENT

“Disruption is about being bold enough to do things differently and better. All you need is some help to unleash this potential”



**BUSINESS**



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**Are you ready?**

Simply visit us for more details at  
[www.virginmediabusiness.co.uk](http://www.virginmediabusiness.co.uk) or  
give us a call on 0800 953 0068.

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