

Managed LAN SOLUTIONS

delivering your local
NETWORKING

JT's Managed LAN Service provides 24x7x365 remote management and monitoring for customers' LAN devices. JT manages the Customer's network utilising its comprehensive ISO27001- certified, ITIL-aligned service management framework. The Managed LAN Service includes proactive configuration, monitoring, performance and capacity management and access to JT's support capability, technical skills and vendor relationships. The offer is available with three service levels:

Support Service - Hardware and Software maintenance is undertaken by the JT Engineering team and/or approved JT partners.

Remote Monitoring Service - intended to support Customers by detecting, and managing the resolution of service issues, mitigating any impact to critical business operations.

Proactive Managed Service - this service is multifaceted – its main purpose is to ensure uninterrupted operation by resolving issues before they arise. It provides intelligence regarding network utilization and traffic visibility via a client access web portal.

Supported devices

Vendor	Description	Supported
Cisco	All current production ISR routers 8xx/18xx/19xx/28xx/29xx/38xx/39xx/4xxx/ASR9xx/ASR1xxx	Supported
Cisco	All current production Catalyst Switches and Ethernet based models of Nexus 3K and 5K	Supported
Cisco	All current production Wireless Access Points (WAP)	Supported
Cisco	Wireless LAN Controllers (WLC) and Lightweight Access Points (LWAP)	Taken on a case by case basis

Service Requests

The table below outlines specific tasks that are included as part of the Managed LAN Service. All requests are known changes with agreed standard operating procedures and will take no longer than 30 minutes to assess and implement. All these tasks are performed during business hours.

Task	Description
Creation of users / groups	Creation of users and groups in the device, including amendment of TACAS/RADIUS configuration and password maintenance.
Creation and Management of Prefix or Access List	Creation, change and deletion of Prefix or Access Lists configured in the device.
Creation and Management of VLANs	Creation, change and deletion of VLANs configured in the device and its nodes.
Management of LAN interfaces	Creation and changes in the LAN interface parameters (Description, VLAN, Switchport, IP addresses, subnets)
Creation and Management of MAC addresses	Creation, change and deletion MAC addresses configured in the device, including auto discovery. It does not include connection to the external device to configure the remote NIC.
Management of bonding	Creation, change and deletion of bonding configuration. Excludes connection configure of the remote ports.
Creation and Management of Static Routes	Creation, change and deletion of Static Routes configured in the device.
Creation and Management of Auto-QoS	Creation, change and deletion of Auto-QoS Class-maps or Policy-maps.
Creation and Management of SNMPv3	Creation, change or deletion of SNMPv3 community strings for Customer monitoring if agreed in design.
Hostname Change	Change of device hostname.
SNMP logging	Management of the log information resending to a syslog server and SNMP alerts/traps
Output of commands	Provision of output from privileged exec commands or running configuration.
Management of manufacturer's guarantee	Management of hardware or firmware errors with the manufacturer. Customer needs a valid manufacturers support contract.
Restoration of data	Restoration of device configuration from the backup.

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