MS

COMPUTECH

Computech Managed Services

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SERVICE DESCRIPTION

Our Managed Network Services ensure reliable and secure corporate network infrastructure – wired and wireless (LAN) as well as broadband (WAN). We take full responsibility for implementation, administration, and continuous network improvement, with the flexibility to operate entirely on-premises or in a hybrid (cloud) environment.

Clients gain higher productivity and lower total cost of ownership (TCO), while we deliver expert support based on leading Cisco technologies – including consulting, deployment, monitoring, and proactive maintenance.

This service is designed for companies of all sizes, as well as public sector and financial organizations, seeking a dependable and flexible network infrastructure without the burden of internal network management.

KEY VALUES

Savings

- Resource optimization – enabling businesses to focus on strategic initiatives while experienced professionals handle IT operations.
- Faster deployment – utilizing automated processes for quick and secure network service setup.

- **Security**
- Complete security – providing comprehensive protection for wired, wireless, and WAN networks with centrally managed security policies.
- Proactive monitoring – allowing timely incident detection and resolution before operational impact occurs.

Performance

- Stable performance – ensuring efficient access to data and applications with no compromise on security.

PRODUCTS

Cisco Catalyst switches and wireless access points, wireless controllers, routers, Catalyst Centar, Identity Service Engine (ISE) Thousand Eyes.

MANAGEMENT AND MAINTENANCE

- Maximum operational efficiency and reduced risk through continuous monitoring and network management.
- Timely detection, reporting, and resolution of incidents under clearly defined SLA standards.
- Maintenance aligned with ITIL methodology, ensuring a structured, transparent, and trustworthy approach.
- The NOC team serves as a single point of contact – from issue reporting to complete resolution – securing minimal downtime and peak system performance.
- The service includes direct manufacturer support (Cisco TAC and RMA).