



Network Monitoring

Computacenter's Network Monitoring service reduces network downtime and operational costs with 24/7 remote network monitoring.

What we do

The longer it takes for a networking problem to be identified, the greater the risk of disruption to the business and its customers.

Computacenter's Network Monitoring service helps organisations detect and resolve networking issues before they impact critical business operations.

Remote monitoring: 24/7 monitoring of alerts across the network covering a wide range of multi-vendor components including security, VOIP, VPN, LAN, WAN and performance devices. Any faults and failures are automatically raised with Computacenter's service desk and managed through to resolution to minimise downtime.

Network audit: As part of the service take-on process, Computacenter will carry out a full audit of your network to ensure all assets are mapped and monitored.

Technical reviews: Technical consultants will provide regular reviews to identify potential problem areas and advise on solutions.

Service management: Our customer value scorecard system and monthly reporting ensure our service meets your business priorities on an ongoing basis.

Alignment to business needs:

all contracts are supported by Computacenter's service management team. Providing reporting, escalations and a customer value scorecard to ensure that the service meets your expectations and continually aligns to your strategic goals.

How it helps

Computacenter's Network Monitoring service combines event, incident and service management with technical consultancy to enable organisations to minimise network and business downtime. This will help your organisation:

Simplify management: An automated and centralised approach to network monitoring will free up internal resources from non-differentiating support tasks for more strategic activities.

Reduce costs: Providing 24/7 monitoring is a high-cost activity that is much more effective and economical when delivered via a shared service. A faster response to network problems will also reduce your support overheads and the risk of costly business service outages.

Increase service levels: Better visibility of network issues will increase service levels to the business, resulting in greater productivity and lower risk.

"By partnering with Computacenter, we didn't have to increase our level of IT investment – in fact we have been able to achieve more for the same amount of money."

"We wanted the best of both worlds – a bespoke service but with the benefit of economies of scale. By working with Computacenter, we have not only been able to achieve this but also establish a relationship that is based on mutual trust."

Kevin Chown,
Head of Business Enablement,
Charity Commission

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Why we are different

Our Network Monitoring service is founded on ITIL best practice standards as well as Computacenter's own proven industrialised processes. Customers benefit from our:

Breadth and depth: Computacenter has a dedicated networking practice and more than 20 years' experience of supporting infrastructures. As an end-to-end solutions and services provider, we can also help with sourcing new networking technologies and transformation projects, such as virtualisation, VOIP, and application acceleration.

Expertise: We hold in excess of 200 vendor accreditations, which include certifications from networking specialists such as Cisco, Nortel, HP, Bluecoat, F5, Juniper and Checkpoint. We have the largest independent engineering force in the UK, which includes 45 certified Cisco engineers.

Shared resources: Our Operational Command Centre provides 24x7 event monitoring and major incident management as well as ongoing problem management. The centre monitors thousands of networking devices on behalf of hundreds of customers.

Where we have done it

To help safeguard the availability and performance of its infrastructure, the Charity Commission decided to re-think its IT delivery model.

The Commission opted for a hybrid approach, creating a joint IT service team with Computacenter. This partnership, which started in 2003, has since evolved with Computacenter now entirely responsible for the provision of key IT functions, such as the internal service desk and network support.

Within a year of the contract's start date, Computacenter had rolled out a new converged network based on Cisco IP technology. This has greatly reduced the costs and complexity of opening a new office and also shaved more than £190,000 off the Commission's annual networking budget.

The partnership with Computacenter has also helped to increase business flexibility and improve efficiency.

What next?

To find out how Computacenter's Network Monitoring can help you, please contact your account manager or email enquiries@computacenter.com