



## / NETWORK INFRASTRUCTURE LOCAL AREA NETWORKS

### / MEET TODAY'S REQUIREMENTS AND PREPARE FOR THE FUTURE

A secure and performant network infrastructure enables organisations to meet the demanding business challenges and changing business models of today and the future. Increasingly, customers are looking to move to a next generation borderless network architecture to deliver seamless, secure, and reliable access independent of device both locally across the local area network (LAN) and wide area network (WAN) connecting in to multiple locations, customers, suppliers and cloud based services.

The LAN underpins this and its role needs to change to support your changing business. For example, your core line of business applications may have been delivered by applications hosted on servers in your own on-premise data centres. You will have built the highest level of switching and connectivity and resilience with virtualised servers with multiple network cards and gigabit networking.

Pinacl can help. Whether you are an enterprise, corporate, production environment of local authority. Pinacl's network designer can analyse, measure and deploy a next generation borderless network infrastructure comprising LAN, WAN and cloud connectivity. Pinacl specialise in Local Area Network (LAN) deployments with our security first approach, ensuring the highest level of performance, monitoring and reporting to protect your corporate applications and facilitate data and communications capabilities.

#### / FEATURES:

##### > LEADING EDGE TECHNOLOGY

As an independent ICT systems integrator we work with a network of leading technology partners, giving us the flexibility to select and design a solution that works for you.

##### > BORDERLESS NETWORK ARCHITECTURE

Delivers Seamless, Secure and Reliable access independent of device, across LAN, WAN and Cloud technologies, connecting to multiple locations, customers and suppliers.

##### > MANAGEMENT PLATFORM

Our LAN solutions allow you to manage and monitor all aspects of the solution giving you detailed insight into your network and total control over your technology estate.

##### > COMMUNICATION PLATFORM

Our solutions allow you to better engage with consumers via e-shot or sms to communicate information that is important to your business.

#### / BENEFITS:

##### > ALLOWS SHARING OF HARDWARE

Expensive resources such as printers can be shared by all of the computers, enabling better quality to be implemented across the whole business.

##### > SECURE ACCESS TO CORPORATE DATA

Data can be shared across the network. Relevant policies can be applied to control what can be accessed, ensuring users only have access to the information they need, protecting your data.

##### > EASY TO MANAGE AND MONITOR

Identify every device on the network, looking at the user, the time, the location, the type of device and its health to make sure it's compliant, identifying and reporting on any network threats.

##### > PUTS YOU IN CONTROL

Whether you want to flex bandwidth or control usage - our solutions are tailored to meet your requirement.

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## / A FULLY MANAGED LAN SOLUTION FROM PINACL

Pinacl acts as a single point of contact for deployment, maintenance and support relating to your Local Area Network and ensures you have a high-performance LAN to enable your everyday operations to run smoothly. All of our solutions are aligned to ITIL Service Management disciplines.

Our portfolio of LAN services, includes:

- Pinacl Network Assessment
- Integrating WiFi, WAN and Cloud services
- Pinacl Network Monitoring (NoC)
- Intrusion detection and reporting (Penetration Testing)
- Network Design Consultancy

## / OUR SERVICE LEVELS

LAN SUPPORT	SILVER	GOLD	PLATINUM
Firewall and Web Filtering	✓	✓	✓
Change Requests from Supporting Services Suppliers	✓	✓	✓
Engineer - Remote 8am - 6pm Monday to Friday	✓	✓	✓
Engineer - On Site 8am - 6pm Monday to Friday		✓	✓
IMACs / Request Fulfilment (Gold: 1 x per month; Platinum 5 x per month)*		✓	✓
Engineer - Remote 24/7 X 365 for High Priority Incidents		✓	✓
Engineer On-Site 24/7 X 365 for High Priority Incidents			✓

\*IMACs (Install, Move, Add, Change)

LAN MAINTENANCE	SILVER	GOLD	PLATINUM
NTE (Network Terminating Equipment) devices: Maintenance / Patch - Remote		✓	✓
CPE Equipment (Routers / Switches): Maintenance / Patch - Remote		✓	✓
Security Device   Firewall / Maintenance / Patch - Remote		✓	✓
NTE (Network Terminating Equipment) devices: Maintenance / Patch - On-site		✓	✓
CPE Equipment (Routers / Switches): Maintenance / Patch - On-site		✓	✓
Security Device   Firewall / Maintenance / Patch - On-site		✓	✓
Out of hours maintenance - Remote		✓	✓
Standard Maintenance: On-Site (Max 4 per year)			✓