

Managed Network Services (MNS)

This is crucial for businesses striving to balance expense optimisation with greater network agility and performance, while seeking higher-quality and secure managed network services.

In 2025, we are at the forefront of integrating AI-powered network operations (AIOps), enabling predictive maintenance and automated troubleshooting to enhance network efficiency. Our commitment to Zero Trust Architecture ensures robust security for remote work environments, continuously verifying and protecting our clients' digital assets. Additionally, we leverage network infrastructure automation and programmability to reduce human error and improve operational efficiency. Our focus remains on meeting the current and emerging needs of our customers by optimising the performance, security, and reliability of their network infrastructure.




Gartner[®]

We have been recognised by Gartner[®] for two years running in their Magic Quadrant[™] for Managed Network Services (MNS).

Our Solutions

<p>Managed LAN Services</p> <p>Management of customer premises equipment across Data Centre, Campus and Branch locations. Includes management of LAN switches, WLAN infrastructure, load balancers and DDI (DNS, DHCP and IPAM).</p>	<p>Managed WAN Services</p> <p>Management of enterprise site CPE (routers, SD WAN/SASE), WAN connectivity (MPLS, Internet, SD WAN) and services operations management. We also include life cycle management.</p>	<p>Managed Security Services</p> <p>Operations, configuration and maintenance support for security technologies. Includes support of Secure Service Edge (SSE), SASE, Secure Web Gateway, Cloud Access Security Broker, Network Access Control.</p>
<p>Service Management</p> <p>Lifecycle management and end to end service integration activities (teaming/infrastructure) - supported by tool-based workflows, automation and our customer support mechanisms.</p>	<p>Operations Automation</p> <p>Automation of tasks and activities related to the SDP, service management integration functions and customer experience management to achieve consistent MNS service delivery quality.</p>	<p>Customer Experience</p> <p>Customer support management functions, such as customer portal functions, customer management, customer co-management, continuous improvement, equipment purchase and related design.</p>
<p>Service Delivery Platform (SDP)</p> <p>Single consolidated portal for integrating application architecture and enabling technologies designed to allow the customised, high-quality, and scalable delivery of our managed network services to our enterprise customers. Our MNS SDP supporting LAN and WAN is integrated with our security focused MNS SDP.</p>		

Key Benefits and Business Outcomes

<p>Cost Optimisation Objectives</p> 	<ul style="list-style-type: none"> > Utilise an optimal blend of on-shore, near-shore, and offshore resources to maximise efficiency. > Consolidate network, cloud, and data centre hosting for streamlined operations and reduced costs. > Implement automation to enhance IT operating efficiencies and reduce manual intervention. > Offer competitive pricing for all IT services, ensuring value for money. > Innovate commercially to avoid margin-on-margin pricing and deliver cost savings. > Integrate services with both in-house and commercial managed solutions for seamless operations.
<p>Enhance Business Continuity</p> 	<ul style="list-style-type: none"> > Ensure compliance with security and IT policies through continuous monitoring and reporting. > Achieve first-time resolution of issues using automation and DevOps practices. > Minimise human error by leveraging skilled personnel, advanced IT tools, and streamlined processes. > Implement automation and DevOps methodologies wherever feasible. > Adopt Zero Trust IT infrastructures with integrated user access management. > Provide managed IT and security solutions capable of defending against both brute force and > Foster highly motivated, productive, and valued IT teams.
<p>Improve Agility and Revenue Regrowth</p> 	<ul style="list-style-type: none"> > Enhance geographical and user access to IT operations. > Introduce open standards and vendor-agnostic tools with DevOps integration. > Enable multi-user and multi-device access from trusted, semi-trusted, and untrusted > Utilise software to rapidly adapt IT operations. Simplify technology adoption and usage. > Leverage AI and ML to optimise network performance, predict user needs, and drive innovation. > Invest in customer experience management tools to better understand and meet customer needs.

Secure your infrastructure and drive long-term success today

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