

Natilik Managed Services: Cisco Meraki

Your confident guide to digital transformation.

Supporting you to maintain and monitor your technology infrastructure.

The Natilik team understands that your Meraki deployment is critical to you, and as the complexities and challenges of managing technical environments continues to grow, there has never been a better time to partner with a Managed Service Provider that can dynamically and effectively respond to your changing needs. From a simple Meraki wireless deployment to a full-scale multi-site project, simply choose from (or combine) one of three packages; Managed Access, Managed Secure Edge, or Managed SD-WAN, and let our experts take care of the rest.

Solving business challenges with a comprehensive managed service

Take advantage of a managed service which has been designed to solve your challenges and drive real business results.

<p>Infrastructure Management</p> <p>Leave the management to the Natilik team and have time back to focus on building and executing against your technology strategy.</p>	<p>Application Optimisation</p> <p>Know that your applications are secured and optimised properly across private and public cloud environments.</p>	<p>Limited Resources</p> <p>Natilik can act as an extension of your team supporting both the daily management of your solution as well as providing technical support internally on key features and capabilities.</p>	<p>Unforeseen Costs</p> <p>Reduce ad hoc costs associated with the ongoing management of technology.</p>	<p>Visibility</p> <p>A managed service from Natilik will provide access to enhanced insight and reporting capabilities, giving you additional visibility you need to see the full picture.</p>
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Choose from three managed service packages

Each service package includes access to a client dashboard that enables you to easily manage key aspects of your service.

<p>Managed Access</p> <p>Optimising and maintaining your environment to support your business-critical applications.</p> <p>Focus on business critical tasks and let the Natilik experts look after the day-to-day operations involved in supporting your network. This package covers every aspect of your Meraki wireless, switching and cellular devices (MR/MS/MG).</p> <p>You have the option to subscribe to an annual wireless survey to ensure your wireless environment continues to operate in the most efficient way.</p>	<p>Managed Firewall</p> <p>Reducing administration and minimising complexity with cohesive policies.</p> <p>This package covers your Meraki security devices (MX/vMX), including the management of malware, intrusion detection and content filtering settings. The Natilik team will also take ownership of the management of the operational activity surrounding your firewall estate, ensuring under resourced teams have time to focus on business-critical activity.</p> <p>You have the option to include network observability and management of remote workers.</p>	<p>Managed SD-WAN</p> <p>Enabling reliable performance for latency-sensitive, business critical applications.</p> <p>The Natilik team will manage the delivery and management of fixed and/or cellular Internet access.</p> <p>This includes the support of WAN transport resilience and optimisation for SaaS, IaaS and on-premises applications. The team will work with you to configure SD-WAN shaping rules, SD-WAN VPN site changes and SD-WAN routing and firewall policies, ensuring they are consistently providing optimum performance.</p>
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Service excellence guaranteed, no matter the package.

Every package includes access to:

<p>24/7 Tech Support</p> <p>Your environment is in safe hands with the Natilik 24/7 Tech Support Team. Offering in-region support from centres of excellence in London, Sydney and New York, the experts will be on hand to support you.</p>	<p>Solution Monitoring</p> <p>The Natilik team will take full ownership of your service alarm and threshold-based notifications, taking pressure away from your internal teams.</p>	<p>Technical Advice</p> <p>Have a technical question or looking for some advice on a new feature? The Natilik experts will be more than happy to help.</p>	<p>Unlimited MACs</p> <p>Enjoy the flexibility of unlimited moves, adds and changes for a broad set of requirements and features.</p>	<p>Scheduled Works Notifications</p> <p>Timely updates from the Natilik team ensure that you are always prepared for any key service-impacting events such as scheduled maintenance upgrades and patches.</p>
<p>License Management</p> <p>The Natilik team will manage your Cisco Meraki license subscriptions, ensuring full coverage, compliance and avoiding any disruption to your service.</p>	<p>System Health Checks</p> <p>Receive regular reports which summarise the health of your service, as well as advice on any suggested remediation to ensure your environment stays in good health.</p>	<p>Managed Upgrades</p> <p>Looking for more control over software versions, either for new features or compliance purposes? Natilik can manage and schedule upgrades on your behalf.</p>	<p>Service Transition</p> <p>Natilik will support the transition of your new service, providing full transparency about how the service operates and what to expect so that the handover is as smooth as possible.</p>	<p>Incident Management</p> <p>The team will work with you to either identify and resolve the root cause of the issue or implement a best-case scenario workaround to ensure minimal impact to BAU whilst investigation continues.</p>

You are in safe hands with a Cisco Meraki Managed Service from Natilik

<p>All Inclusive Model</p> <p>Hand day-to-day tasks such as monitoring and support as well as moves, adds and changes over to the Natilik team and ensure your people have time to focus on strategic initiatives.</p>	<p>In-Region Support</p> <p>Rest assured that the Natilik Tech Support Team are experts in their fields, providing you with the peace of mind that your technology estate is in safe hands should any concerns arise.</p>	<p>Service Delivery</p> <p>You have the option to add Service Delivery to your Natilik Managed Service from Meraki. Your aligned Service Delivery Manager (SDM) acts as your voice within Natilik, bringing together a team of experts to ensure that your Natilik Managed Service delivers continuous service excellence, value realisation and service improvements.</p>
<p>End-to-End Support</p> <p>To help you get the most out of your investment, Natilik will support you through the lifecycle of your deployment. From working on the initial design all the way through to providing an excellent service from day one, the Natilik team are on-hand to support you when you need it most.</p>	<p>Operational Excellence</p> <p>Natilik is dedicated to driving operational success through our processes, systems and methodologies and a mindset of continual improvement. Natilik is fully ISO 27001 accredited globally and ITIL qualified giving you the peace of mind that you are in good hands.</p>	<p>Client Experience</p> <p>Caring deeply about our clients and ensuring excellence in every interaction is at the forefront of our focus. The Natilik 24/7 Tech Support team are proud to hold an NPS score of 91, demonstrating a dedication and commitment to service excellence.</p>

For more information please visit natilik.com