ASTRUM
Labs

Managed Network
Service Definition

Managed Network

Understanding Networking

Computer networks enable communication of vast quantities of information and have become the cornerstone of business today. We demand that we be able to access anything in the world in a blink of an eye, at any time, and at speeds that were unimaginable just a few years ago.

All of this has been made possible by the advances in computer networking, hardware, software and design. We are now able to build networks that can meet the demands that we have placed on them and provide services that would have been impossible in the past.

What Astrum Labs Offers

We at Astrum Labs recognize how critical your network has become for all your business operations, and understand how complex maintaining a network with the required level of uptime and performance has become.

For routers, switches and layer 3 switches we provide:

► **Design and Implementation**
Proper design is crucial for ensuring your network achieves your goals, stays within budget, and isn't outgrown too quickly. We will advise you on what hardware you need, where it needs to be placed, and implement it with as little impact to your users as possible.

► **Operational Monitoring**
Even the most well planned networks will need someone to look after them. We will monitor the status your devices and proactively address anomalies before they become issues.

► **Software Upgrades**
Software is always improving. Bugs are found and squashed and new features are implemented that extend the capability of your system. We will ensure your hardware has the best software for its role and is kept up-to-date.

► **Change Control**
Speed and flexibility are key in modern networks, but changes can introduce risk. We will vet all changes to ensure that they will not cause unexpected effects, and generate change reports to verify the change and to adhere to compliance requirements.

► **Backups**
Your network is critical to your operation, so you must guard against it failing. Step one of that plan is to have recent backups. We will perform a routine backup of each of your managed systems, as well as a backup after each change, and store them securely offsite.