



SOUL'S MANAGED SERVICES

Soul's Comprehensive Managed Services (CMS)

Managing and maintaining complex IT and WAN infrastructure has become a sizable investment in today's information-driven business environment. The convergence of traditional and new aged services to a singular network platform adds to the organisation's training, staffing and technical proficiency. In an effort to reduce the complexity of supporting your WAN infrastructure, Soul provides a wide range of managed services, offering technical implementation and life cycle support specialists.



Let Soul Look after you!

Based on four key skill areas – Consult, Design, Implement and Support, Soul focuses on delivering additional return on your technological investments, whilst maintaining a transparent solution for your business.

So how does Soul extend the functionality of Comprehensive Managed Services to your organisation?

Soul has developed a number of standard managed service solutions tailored to provide quick implementation, immediate results and functionality. This can be applied to your Soul-provided WAN solution, such as Private Network or Business Internet service. Soul can also engineer specific solutions for your business and service requirements - no matter what size.

Soul managed services portfolio utilises respected platforms Cisco Systems®, Checkpoint®, APC®, Dell Inc.® and Microsoft®. The following services typify Soul's ability to rapidly provide deployable, scalable, manageable and supportable services to your organisation today.

Managed Router Service

Whether your routing requirement is in a single location or a multi-site private network, Soul can supply, configure and manage these devices on your behalf.

Remove the complexity and internal resource requirements of configuration management; fault resolution; monitoring; and report generation for your WAN access routers, by outsourcing this function.

Manage Switch Service

Soul can supply and configure Ethernet Switches, which will allow you to improve the performance and functionality of your architecture. This service is ideal if you have to: implement or migrate to basic or advanced switching capability to improve your LAN/WAN environment; or segregate the delivery of information across your organisation.

Managed Firewall Service (Security)

An essential requirement of any organisation, the Firewall has become an integral part of network infrastructure. Providing peace of mind against external attacks and intrusion. Allow nothing to chance – Soul can supply, configure, manage and support world-class firewalling solutions backed with the confidence of Security Professionals.

Managed Internet Proxy Service

Are you having concerns managing bandwidth? Would you like to keep track on how staff are utilising Internet services in the work place? Are you interested in reducing costs? Save your organisation time and capital by outsourcing Internet Proxy Management to Soul.



Managed UPS & Environmental Service

The basic building blocks of your organisations' communication structure begins in your communication's room. Improve the operation and functionality whilst providing the correct environmental conditions for telecommunications hardware. This can be achieved by ensuring its health through outsourcing UPS (Uninterrupted Power Supply) and Environmental Management to Soul.

The Soul Comprehensive Managed Service Offering - From Concept to Completion, Soul has you covered.

Site Survey & Site Preparation Services

- Implementation Management
- Network & Topology Design

Procurement & Supply Services

- Hardware & Services Bundles
- Single Point of Supply
- Logistics
- Purchasing

Deployment Services

- Single Point of Contact
- Integration Analysis
- Project Management with Rollout Plans
- Design Validation
- Pre-deployment Testing
- Inventory & Asset Management
- Staging Services
- Onsite Installation
- Onsite Testing Services
- User Acceptance Testing

Moves, Adds & Change Services

- Single Point of Contact
- Scheduled Change Management
- Within Location & Site to Site Moves
- Additions to Existing Infrastructure
- Configuration Updates & Change Times

Hardware Maintenance Services

- Incident Reporting
- Incident Management
- Remote Diagnosis & Resolution Service
- Access to Vendor Support
- Onsite Coverage with Dedicated Response Times

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Software Maintenance Services

- Proactive Support Services & Upgrades
- Reactive Support Services
- Patch and Upgrade Deployment
- Incident Reporting
- Incident Management

Network Management Services

- Proactive Monitoring for Fault Resolution
- Reactive Support Services
- Fault Alarm Prioritisation
- Report Services

Monitoring & Support Services

- Proactive Monitoring for Fault Resolution
- Customer Support Call Centre
- Single Point of Contact
- Multi Vendor Support
- Multi Solution Support
- Status Updates

For more information on a Soulsolution
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