



## CAPABILITIES OVERVIEW

Capita ITS Network Services is an industry leader in Converged IP infrastructure, Unified communications and through-life-care solutions. Enabling seamless communications, Capita ensures that its customers gain true service advantage in leveraging one multi service network as opposed to many disparate and expensive communications networks. This allows one centrally managed secure, resilient, available and scalable network, where all applications supporting key services can be monitored, controlled, supported and maintained. Capita has developed solutions to provide our clients with a true end to end converged network.

Consisting of a large team of highly qualified staff, Capita ITS Network Services is a mature, well funded and highly-dynamic business focusing on delivering IT solutions to the marketplace. Our focus, drive and continued service delivery to our clients has seen a continued success and recognition from Cisco. Capita ITS Network Services is a wholly 'in house' team, comprising in excess of 100+ skilled, trained networking individuals who pride themselves on consistent high quality, excellent customer feedback and ongoing dedication to providing the right technologies, enabling the right services at the right time.

The overall Service solution works to ITIL methodology to provide an end to end customer experience. Capita IT Services allocate an Account Team consisting of Senior and Desk based Account Managers, Service Manager, Consultant Engineer, Lead Site Engineer and Technical Design Engineer to every maintenance and managed service client. The team will provide ongoing support of services.

This team will be available for a number of services including:

- Consultancy Services
- Knowledge Transfer
- Technical Advise & Guidance
- Regular On-Site Visits
- Monthly/Quarterly Service Reviews
- Implementing Change, Problem & Incident Management
- Regular Technology and Product Updates

## CONTACT US

We have principal office locations across the UK in Cheadle Hulme, Derby, Glasgow, London, Manchester and Nottingham.

[For more information on the service offered by Capita Information Management Services:](#)

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## Network Services CAPABILITIES



## HIGH LEVEL CAPABILITIES

### NETWORKS SUPPORT MODEL

Recognised by our customers as a trusted partner, through delivering technical solutions by our talented and motivated people, using our technical excellence and efficient processes at all times

### TECHNICAL EXCELLENCE

Delivering outstanding level of technical support and skills ensuring that we are satisfying the Business needs of our Customer base.

### SERVICE LEVEL CONTRACTS

Ensuring that all Managed Network and Break Fix Maintenance contracts are delivered to the customer's satisfaction.

### PROJECT DELIVERY

Ensure that all projects are delivered within the agreed timescale and budget to the customer's satisfaction.

### PROACTIVE ACCOUNT ENGINEERING

Holding regular technical meetings with our customer base to ensure that our customers are fully aware of any changes to technological requirements.

### CONTINUOUS IMPROVEMENT

Continually measuring achievement and modifying processes to improve efficiency, effectiveness, and cost effectiveness to the customer's benefit

## LOW LEVEL CAPABILITIES

### NETWORK MANAGEMENT

Capita ITS NS remote network monitoring services keep our customers informed about the network's status, availability and the performance, including applications - so the network operates at peak performance at all times. Operating from UK based, UK staffed, geographically separate (for resilience) complimentary Network Operation Centers our remote agents monitor network and applications and report to our Client Management Centre, ensuring that network accessibility, performance and security are uncompromised. Any faults with the network devices will initially be remotely diagnosed, and dealt with by dedicated teams working to industry approved processes. All teams also maintain close onward relationships with major vendors to ensure a single point of call for all issues.

Our customers exist not only nationally but internationally. A large team of dedicated network professionals are located throughout the UK, with major offices in London, South West and East England, and Wales, Midlands, North West and North East England and Scotland. Dedicated spares in strategic locations across UK are fully supported through our Cisco Gold Cisco Shared Support Programme (CSSP) of Hardware spares to meet customer contractual SLA's. This ensures on time delivery of personnel, hardware product part, software support and engineering capability where and when they are needed.



### PLANNING AND DEPLOYING NEW NETWORKS

Using its Professional, Technical, Managed and Hosted Services, Capita ITS NS engages with clients' business strategies to consult, design, implement, optimize, secure, manage and support network infrastructure solutions. The result is tangible business benefits such as increased application availability, data usability, user mobility and information security.

Standard work packages have been developed to manage the roll out of remote site infrastructures. Parameters can be flexed in order to suit the number of users and/or size of site. This enables accurate estimation of resources required to ensure the systems are handed over on specified and agreed dates. The whole process is designed to ensure successful, quality installations and reduce the risks of error to a minimum.

### BUILDING AND MAINTAINING NETWORK TOPOLOGY

Capita ITS NS maintain service descriptions of full auditing strategies designed to keep networks operating at their best, as well as ensuring best practice and best technology usage. The networks we build and maintain may be for use on services we wholly own and operate, or installed directly on customer premise with operational models built for shared maintenance/support. Our ability to adapt and bespoke the solution sets us apart and allow us to deliver operational models on top of outstanding infrastructure to meet all requirements.

### STAGING

ITSNS owns multiple purpose-designed secure infrastructure stage, build and test laboratories across the UK. These labs are geographically dispersed throughout the UK to build bespoke networks to meet our customer requirements thus ensuring customers can visit

This represents a massive investment designed to take all of the risk out of platform deployment and upgrades. Each component can be proven to perform as both an individual item and then as part of the total system, even before its implementation on-site.

### CONFIGURING AND MANAGING SECURITY

Capita ITS NS teams are vendor agnostic within the security framework. Skills and accreditations include all major vendors like Checkpoint, Cisco, Thales DCAP Encryption, & Ironport. Our staff are very technically adept at all aspects of design, configuration and operation within all those vendors.

Security skills extend far beyond edge security to:

- endpoint security, network holistic security
- all types of VPN
- mail and web filtering
- IPS/IDS alerting/logging/reporting
- Security diagnosis and trending etc.

A dedicated PCI compliance team ensures compliance, where appropriate, and a large team of security professionals ensures end to end information security in all aspects of our clients infrastructure.

### RESILIENCE

Resilience is built in to every element of all solutions where appropriate. Capita ITS NS operate Data Centers, WANs, LAN, WLAN's and MAN's with appropriate resilience in the data plane, control plane, power, environmental (geography, cooling etc) and application. This might take the form of advance core switch technologies such as Cisco VSS, firewall stateful failover, or highly resilient fast failover in WAN routing with BGP,EIGRP equal cost, GLBP, vPC and L2 multipath.

We understand that resilience is not always a requirement and as such it is designed where needed and where appropriate. Capita ITS NS is well versed in the design and deployment of diversely routed/cabled WANs, services and applications.

### TELEPRESENCE

ITS NS have recently gained the Cisco Advanced Technology Partner status for TelePresence, as well as having rolled out a fully managed Telepresence to Capita Group. Using a combination of vendor and in-house tools, the service provides a 24 x 7, full follow-the-sun support model tailored to the client's needs from how to book rooms, in-meeting concierge service and full technical service desk support, monitoring and reporting.

### DATA SERVICES

Capita designs, implements, operates, supports and refreshes hundreds of bespoke, cost efficient manageable networks every year. From simple LAN refreshes to global WAN infrastructures our clients reside in all vertical sectors across the Public & Private Sector organizations. Our Network Services division understands and adapts to the changing needs of our customers, and by working in partnership with them provides technology and data networking services to help them grow, retain loyalty and drive innovation in and cost out.

### DATA CENTRE EXPERTISE

Capita ITS NS wholly owns and operates 2 geographically separate Tier 3 data centers in the UK. Additionally several smaller Data Centers are operated for some of our customers, as well as integration into hundreds of data centers throughout the UK on an ad-hoc basis as per customer requirements. A dedicated team of Data Center network specialists focuses on the creation and operation of optimally performing infrastructure, including but not limited to load balancing, multi vendor security topologies, high throughput/highly available platforms and has an everyday working relationship with storage, application and server specialists to ensure strong communication and cross skilling.

These staff manage data Center based contracts worth in excess of several hundred million pounds per annum and consist of thousands of physical and virtualized server nodes and hundreds of network devices.

Capita ITS NS employs technologies from F5 and Cisco for both "in Data Center" load balancing and 'global' load balancing between multiple data centers. This is common amongst financial trading institutions in the City who require highly available web facing systems 24x7x365.

### UNIFIED COMMUNICATIONS

Capita, has extensive experience in IP Voice technologies and currently support in excess of 50,000 IP handsets – with centralized "in cloud" call control. Additionally, Capita are advanced integrators of Messaging systems, dealer boards, and collaboration tools and are pro-active in the development of advanced services like Adaptive IP services for advanced real time MIR – Mobile Intelligent Roaming (Fixed Mobile Convergence), Location based and Client management services.

Capita has also developed a range of mobile and home working solutions, extending convergence beyond the traditional network, and into the home. The team is experienced in operating, and migrating away from traditional PBX technologies to new age IP centric Cisco and Avaya Converged/Collaborative platforms. Capita ITS Network Services have migrated numerous customers away from PBX to IP based platforms, notable inclusions might be MPS, Amey, Westinghouse Rail Systems, Stockport College, Strathclyde Passenger Transport, West Dunbartonshire Council, NHS Tayside & NHS Fife and Capita Group. We are industry leaders in both Cisco and Avaya IPT estates and operate large estates of Mobile phone handsets. This experience extends to advanced technologies such as MIR (mobile intelligent roaming), handset to mobile handoff, simultaneous ringing technologies, single number reach and WIFI IPT.

Additionally, the IPT team is experienced in operating, and migrating away from traditional PBX technologies such as Ericson, Nortel, Avaya, NEC etc

### WIRELESS

Capita have vast experience in design, deploying and commissioning Wireless & Wireless indoor / outdoor MESH installations and experience includes end-to-end, secure, encrypted client devices and access points, with built-in troubleshooting tools for voice, client devices, location services, access points, and spectrum interference. Simplified Network Deployment and Management allows self-configuring, self-optimizing, and self-healing wireless networks. Intelligent location services such as tracking of Wi-Fi and active RFID devices from within the WLAN infrastructure for high-value asset tracking, IT management, location based security and policy enforcement. Guest Access provides members of the public and other parties' easy access to the organization's wired and wireless LAN. Capita ITS are one of 2 UK Cisco partners chosen to partake in all new code and hardware Beta testing and are Advanced wireless accredited.

### NETWORK CONVERGENCE

Capita continually work with our customers both in network migration/novation and network convergence. Capita ITS partner with the main network providers to provide a complete portfolio of carrier services – which can be "wrapped" with tailored management, support and maintenance SLA's to best suit an organizations service delivery strategies.

### FLEXIBLE AND MOBILE WORKING

Capita employ a full team dedicated to technology strategy and development responsible for improving staff efficiency, mobility and ethical working practices, including green initiatives.

Building on the Connected Workplace concept, we can provide a flexible working environment through the innovative use of Unified Communications, wireless network access, and virtual private networks (VPNs) and other associated services such Teleworkers routers, Private ADSL, 3G laptops, Private APN across 3G and location based RFID services. Employees can work at a variety of locations- their desks, conference rooms, outdoor environments, home, and remote locations equipped with networking capability, enabling productivity wherever they are. Implementing Connected Workplace, allows organizations to:-

- Reduce material and equipment costs
- Save electricity and lower greenhouse gas emissions
- Cut construction costs and land use requirements
- Lower traffic congestion and alleviate the strains of commuting

