



# Networking Support Contract

Networking Support | Monitoring & Alerts | Secure  
Infrastructure Solutions

01489 563000  
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# Networking Support Contracts

## A Clear Advantage



Feature	Vendor Support Contract	Basic	Managed
24 / 7 Vendor Support			
Software and Firmware Entitlement			
Software and Firmware Deployment			
Unlimited 3rd line Phone and Remote Support (Break / Fix)			
Unlimited 3rd line Phone and Remote Support (Configuration Changes)			
Unlimited 3rd line Phone and Remote Support Extended Hours			
Infrastructure Monitoring			
Basic Infrastructure Maintenance			
Service Delivery Manager			
Technical Account Manager			
Dedicated Project Manager			
Hardware Replacement (Shipment)			
Hardware Replacement (Onsite Engineer)			

Included

Additional Add On

Limited

# Networking Support Contracts

## A Clear Advantage



Feature	Vendor Support Contract	Basic	Managed
Primary School	Vendor & Hardware Dependant	£845	£**
Secondary School	Vendor & Hardware Dependant	£1595	£**
Software and Firmware Deployment			Vendor & Hardware Dependant
Unlimited 3rd line Phone and Remote Support Extended Hours			Hours & Requirement Dependant
Infrastructure Monitoring (Switch, Firewall, Router, Wireless Controller)		£29* Per Device Per Month	
Infrastructure Monitoring (AP)		£7* Per Device Per Month	
Hardware Replacement (Shipment)			Vendor & Hardware Dependant
Hardware Replacement (Onsite Engineer AD Hoc)		£600 Per Visit	

\* Volume-based pricing is available, with discounts increasing as the total number of infrastructure devices in your environment grows.

\*\* Pricing is based on customer requirements from the managed service.

## A Clear Advantage

### **24 / 7 Vendor Support**

Packages: Vendor Support Package

The customer has access to the vendors support team 24/7 to raise and fix any issue tickets. Medhurst Networking Phone and Remote Support with Vendor Support would allow Medhurst to escalate technical issues out of their control to the relevant vendor where appropriate. Medhurst would proceed to communicate with the vendor on behalf of the customer.

### **Software and Firmware Entitlement**

Packages: Vendor Support Package

With the appropriate vendor support contract, this entitles the customer to firmware and software updates. Depending on type of contract this is available directly to the customer or via the Medhurst Support Team.

### **Software and Firmware Deployment**

Packages: Vendor Support Package

With the appropriate vendor support contract, customer can schedule and deploy firmware as they see fit.

Medhurst as a standard will only upgrade firmware when advised to do so by the vendor support to resolve any ongoing issue tickets.

With a network managed service contract or including the optional add on Medhurst will proactively update software and firmware within the agreed maintenance windows.

### **Unlimited 3rd Line Phone and Remote Support (Break / Fix)**

Packages: Basic, Managed

This service allows your Internal IT team unlimited access to our helpdesk services. Your team will be able to log calls with our Support Team via phone, email or through our client portal. Our helpdesk is open weekdays from 07:30am until 5.30pm.

When a call is logged it passes through a triage process, which escalates the call to the correct team where it will be picked up and resolved by the appropriate technician.

## A Clear Advantage

### Unlimited 3rd line Phone and Remote Support (Configuration Changes)

Packages: Managed

This service allows your Internal IT team unlimited access to our helpdesk services. Your team will be able to log calls with our Support Team via phone, email or through our client portal. Our helpdesk is open weekdays from 07:30am until 5.30pm.

When a call is logged it passes through a triage process, which escalates the call to the correct team where it will be picked up and resolved by the appropriate technician.

We aim to respond to your call within 15 minutes of it being logged on our helpdesk. After this, our technicians will work to solve your issue as quickly as possible.

### Unlimited 3rd line Phone and Remote Support Extended Hours

Packages: Basic, Managed via optional add on

Medhursts support desk is available for an extended amount of time to meet the customer requirements.

### Infrastructure Monitoring

Packages: Vendor Support Contract, Basic via optional add on, Managed

The Vendors software will allow the customer to monitor infrastructure device status and allow for alerts to be created delivered to the customer to meet the customers needs.

With either the optional add on or managed service Medhurst will deploy and manage SNMP-based monitoring agents across the customer network to continuously collect operational and performance data from all agreed infrastructure devices, including switches, routers, firewalls, wireless controllers, and other SNMP-capable systems. Monitoring will be performed in accordance with industry-standard SNMP practices (SNMPv2c or SNMPv3, depending on device capability and security requirements), ensuring reliable and secure retrieval of device metrics.

The agents will poll devices at predefined intervals using standard Management Information Bases (MIBs), such as:

- MIB-II (RFC 1213) for core system metrics (interfaces, IP, ICMP, etc.)
- IF-MIB for interface utilisation, errors, and status
- HOST-RESOURCES-MIB for CPU, memory, storage, and system uptime
- ENTITY-SENSOR-MIB / ENTITY-MIB for environmental and hardware sensor data
- Vendor-specific MIBs (Cisco, HPE, Aruba, etc.) where supported, to provide enhanced visibility into device-specific functions

Data collected will include (but is not limited to):

- Device availability and uptime
- Interface status, bandwidth utilisation, and error rates
- CPU and memory consumption
- Temperature, power, and fan status
- Hardware or module fault indicators
- Wireless controller and access point health (where applicable)

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## A Clear Advantage

### **Infrastructure Monitoring** *Continued from previous page*

Packages: Vendor Support Contract, Basic via optional add on, Managed

The monitoring system will evaluate collected data against agreed performance thresholds and criteria. Any deviation—such as device down events, excessive utilisation, environmental alarms, or hardware warnings—will automatically generate alerts. Alerts will be routed to the Medhurst support team in real time, enabling proactive identification, escalation, and remediation of potential issues before they impact teaching and learning environments.

This SNMP-driven monitoring framework ensures consistent oversight of the network infrastructure, supports compliance with operational best practices, and provides the school with a stable and well-maintained environment.

### **Basic Infrastructure Maintenance**

Packages: Vendor Support Contract, Managed

The Vendors cloud management system will hold the current configuration of the hardware.

Medhursts monitoring system will backup the current configuration of devices and hold a copy of the previous configuration as well. Firmware and software versions will be collected to compare them with the latest versions available.

### **Service Delivery Manager**

Packages: Managed

Our Service Delivery Managers act as your dedicated point of contact, providing proactive updates and clear communication every step of the way. With regular meetings, you will always be kept up to date on your service progress and performance.

### **Technical Account Manager (TAM)**

Packages: Managed

This service provides you with a technical and strategic resource who ensures that your infrastructure is operating smoothly daily. Your technical account manager (TAM) will advise on best practice configuration for your infrastructure as well as providing expert assistance when necessary.

This will provide you with a single point of contact for your queries. Your TAM has access to all your helpdesk tickets, quotations, projects and reports to ensure that the support services you subscribe to are running smoothly.

### **Dedicated Project Manager**

Packages: Managed

Available in our Managed Service package, we will provide you with a dedicated Project Manager for internal projects. This resource will ensure smooth management and delivery of your required solution.

## A Clear Advantage

### Hardware Replacement

Packages: Vendor Support Contract, Basic & Managed via optional add on

The Vendor support contract will enable hardware replacement within the specified time frame.

Medhurst will maintain a dedicated stock of critical hardware components used across the customer networking infrastructure. This includes holding at least one spare unit of each standardised device or component deployed within the Trust's infrastructure. These items will be kept in a ready-to-ship state, ensuring rapid replacement in the event of a hardware failure.

In the event of a confirmed hardware fault:

- Medhurst will prepare and dispatch the appropriate replacement component without delay
- The shipment will be sent directly to the affected site or engineer, as agreed
- Any required configuration, imaging, or pre-deployment checks will be performed prior to dispatch where appropriate
- Faulty hardware can then be returned, logged, and processed through the relevant warranty or repair channels

This approach ensures minimal disruption to service and supports consistent uptime across all the customer sites by reducing lead times typically associated with manufacturer replacements or procurement processes.

### Hardware Replacement – Ad Hoc Onsite Replacement

Packages: Basic & Managed via optional add on

In addition to maintaining spare hardware stock, Medhurst will provide ad hoc onsite replacement services for customer hardware. When a hardware failure occurs that cannot be resolved remotely, Medhurst will dispatch a qualified engineer to the affected site to perform the replacement.

The service includes:

- Delivery of the replacement hardware directly to the site
- Onsite installation and configuration of the new component to ensure full functionality
- Verification that the replaced hardware is operating correctly and integrated with the existing systems
- Removal and secure handling of the faulty hardware, including logging for warranty or repair processes
- Providing guidance or recommendations to the local IT team to prevent recurrence where applicable

This approach ensures minimal downtime and allows critical systems to be restored quickly, maintaining operational continuity across all the customers sites.



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