"AAP3'S REMOTE MONITORING AND MANAGEMENT SOLUTION IS A PERFECT FIT FOR US"

Jonathan Cheesman
Head of Operations
M7 Managed Services Limited

ABOUT M7 MANAGED SERVICES

M7 Managed Services Limited, an ISO9001 certified company, is one of the UK's leading managed service providers (MSP), with over 14 years' experience in deploying and maintaining hosted infrastructures at both client site facilities and in selected data centres. M7 have a proven ability to deliver secure, highly available, cloud hosting services.

ISSUES TO BE RESOLVED

M7's core business is providing a wide range of infrastructure and application solutions to multiple customers. Through M7's proactive management of service improvement, M7 chose to deploy new Cisco technology in order to increase capacity, scalability and to enhance their features including security, ensuring their client base received best in class services moving forward.

The secondary challenge was to migrate their client base over to the new environment with minimum disruption. M7 also required a partner to manage and monitor their new infrastructure.

ACTION TAKEN

M7's decision to partner with us was a strategic choice due to our expertise in Cisco technologies and experience of managing multi-tenancy environments. We took over the responsibility of the networking aspect of their solution, allowing M7 to focus on their core business. M7 felt confident that we had a team of accredited and skilled engineers available to support their organisation.
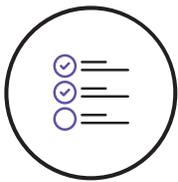
CLIENT FEEDBACK

"aap3's Remote Monitoring and Management Solution is a perfect fit for us. They have the in-house expertise and knowledge to deliver a truly robust solution which we are delighted with. Service delivery is faultless and we continue to look forward to the future development of our partnership."

Jonathan Cheesman - Head of Operations, M7 Managed Services Limited

SUPPORTING M7 HAS FURTHER STRENGTHENED OUR ABILITY TO PROVIDE AND SUPPORT COMPLEX MULTI-TENANCY CISCO SOLUTIONS WHICH DEPEND ON VIRTUAL DEVICE CONTEXTS, VIRTUAL SWITCHING SYSTEM AND VIRTUAL ROUTING AND FORWARDING TECHNOLOGIES.

MANAGED SERVICES

Blending in house, virtual and field engineering to provide a support solution tailored exactly to your needs so that you can get the best from your tech investment.

ACTION TAKEN (CONT.)

M7 approached us to plan and conduct a thorough design review of their new network infrastructure. Following the design review, we identified and implemented all the required improvements.

We worked with M7 to migrate their existing customers from the legacy environment, as well as provisioning the service for new clients. This pulled on the experience of our networking team to ensure all Network Change and Configuration Management (NCCM) was correct and tested before a migration could be completed.

We provide M7 an unrivalled understanding and control over their network, without the distraction of having to worry about having all of the right skills, expertise or experience that is not related to their core business. Through proactive trend analysis, together have been able to mitigate any vulnerabilities and performance issues that may have gone unnoticed.

Supporting the RMS, we also provide a service desk element, allowing M7 to log requests to ensure the service is ITIL aligned and within agreed SLA's.

RESULT

M7 in partnership with us, are now in a stronger position to deliver reliable services and solutions on a robust multi-tenancy platform. Our RMS Service has provided:

◦ Multiple successful customer migrations.
◦ Advance notice of software upgrades.
◦ Advanced notice of performance issues.

◦ Upgrades to business critical devices.
◦ On-going monitoring and management.
◦ Consultancy advice around Network
◦ Improvement.

CONTACT US

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ABOUT US

We enable businesses by providing solutions for all your IT requirements; from managing your network and computing infrastructure, providing blended support models. We have nearly two decades of experience working with a vast range of customers, from international enterprises such as Cisco, IBM and AT&T, through to SMEs and a number of local businesses in the areas where we have operations.