

Northumbria NHS

PinacI Plus delivered as part of an innovative ICT Firewall solution to the NHS



Completed in July 2011, Pinacl Solutions deployed a sophisticated resilient Cisco Firewall Solution to Northumbria NHS. Along with the installation of the solution Northumbria NHS wanted an advanced pro-active monitoring service along with Advanced Hardware Replacement. **PinacI Plus** met this requirement and allowed the NHS to benefit from added value such as firewall log management, backup & restoration of network devices, equipment end of life and end of sale notifications.

Northumbria NHS also wanted the solution to provide remote diagnosis and resolution of technical issues allowing for NHS resource onsite to be utilised in other areas. Pinacl Plus through its central team of highly skilled Network Operation Centre engineers took ownership of faults through to resolution while allowing Northumbria NHS to lower their resource cost base.

PinacI Plus can benefit your organisation in the following areas:

- Cost Saving Initiatives*
- Reduced Management Total Cost of Ownership*
- Reduced Staffing Total Cost of Ownership*
- Event management and Pro-active monitoring*
- Remote engineering assistance up to CCIE level*
- Remote diagnosis*
- Remote configuration*
- Software updates*
- Back-up and restoration*
- Equipment End of Sale notifications*
- Equipment End of Life notifications*
- Trend Analysis*
- Remote access provision underwritten by CLAS consultant*
- Assistance with Capacity, Availability and Configuration Management*
- Assistance with Disaster Recovery planning*
- Network Design Recommendation*
- ITIL processes & procedures*
- Service level reporting*
- Service level management*
- A single point of contact with our ITIL Service Desk 24x7x365*
- Quarterly service reviews and a formalised escalation process.*



WE'VE WORKED WITH A DIVERSE CUSTOMER BASE. LEARN HOW PINACL PLUS CAN HELP YOU



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