

Wiltshire Police Authority

Pinac Plus delivered as part of a Network & Telephony Managed Service

In 2004 Pinac Solutions installed the core and edge network to Wiltshire Police Authority and have spent the last 7 years providing a full managed service on site.

Pinac Plus is part of this delivery, with all network monitoring being visible from our central Network Operations Centre (NOC). This includes network and telephony alerting and traps as part of pro-active management. Also remote engineering is provided from the NOC.

Advanced reporting is also provided to the Police Authority on a monthly basis highlighting call details, SLA management, End of Life End of Sale notifications, and Cost Saving initiatives.

As part of the advanced report a monthly service review is conducted by the onsite Service Delivery Manager with key members of Wiltshire Police Authority staff. Pinac Plus also assists the Authorities overall aim over the next four years to save £15 million due to reductions in government funding.

Pinac 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.



WPA
Wiltshire Police Authority



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



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