

# SafeHands Network Maintenance

## Hinx Limited - Network Consultants



Your business depends on your network. Your network must be available to your spread of applications and users, usually 24x7. Most networks have grown organically, and may not be configured to deliver optimum performance. Any network failure directly affects the business' ability to deliver to your customers.

Networking experts can be expensive to hire, train and keep in your organization. We offer our expertise on a monthly basis for a regular retainer which entitles you to take advantage of our expertise on a fixed-cost basis. The SafeHands service is an assurance that your network is in "a safe pair of hands" with Hinx Limited.

Our clients use Hinx Limited because we are recognized as experts in our field. We are a "safe pair of hands" for our clients to allow into their networks. Our expertise is in design and implementation of complex data and voice networks, utilising modern Quality of Service mechanisms to deliver to clients' expectations.

"SafeHands" offers our clients the knowledge that their network is being run effectively, efficiently and by experts. There should be a known process for escalating faults through a helpdesk to gain access to suitably qualified personnel.



Hinx have two full-time consultants, each of whom hold the highest networking accreditation, Cisco Certified Internetworking Expert. This qualification takes time and dedication to achieve, as well as the all-important experience. Both consultants worked for Cisco for over 8 years, and together they have 30+ years of data communications and 7 years of voice communications experience.

Here's what our clients have to say about us:

*"Hinx have never let us down and have the expertise we need", IT & Network Manager, Windrush Frozen Foods Limited*

*"Their standard of documentation is impeccable – which makes a real difference to the standard of support we receive", IT Manager, Raymarine UK PLC*

*"The project ran really smoothly – [Hinx] arranged everything for us", IP & Data Architecture Manager, Cable & Wireless PLC.*

So what does our SafeHands service entail? Everything you'd expect from a professional service:

- Change control and updated documentation – keeping everyone aware by an audit trail
- LAN and WAN switch/router check – keeping configurations filed
- Forward-looking health check – to determine how to best make use of your investment
- Firewall maintenance – to keep abreast of the latest threats in line with your policy
- Security – encrypted access to your network and encrypted offsite files

For more details of any of Hinx services, consult our website <http://www.hinx.com>, call our sales office on 01962 886 174 or email [sales@hinx.com](mailto:sales@hinx.com)

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## 1 Change Control

Where the network is being maintained by both internal and external resources, a change control system must be followed to ensure that all parties involved are aware of changes. Outages may have to be planned, or emergency action taken. In either case, change control procedures must be followed to ensure that the network is in a known state.

Even the smallest change to the network can have critical impact, and having a clear list of changes is fundamental in being able to track changes.

## 2 LAN and WAN Maintenance

Many companies can offer a hardware maintenance service. The SafeHands service from Hinx Limited can have a hardware component with a 4-hour response, but we also offer the soft maintenance as a service – carrying out regular configuration checks, making configuration changes to the network on request and providing our clients with the confidence in the underlying network to allow them to get on with their business and focus on applications, servers and PCs.

Software upgrades (licence dependent) can also be carried out using this service. Our larger and more complex clients utilise the “**Eagle-Eyes**” service which offers 24x7 monitoring onsite.

## 3 Forward-looking Health Check

SafeHands incorporates six-monthly health checks to ensure that the network is always running at peak condition and offering the best service to the client. Our health check isn't merely a “plugs and points” service, it offers a consultative service working in partnership with the client to ensure that the network delivers what is right for the business, dealing with the impact of business changes.

Changes in business often affect other parts of the network. Delivering QoS on LES links to between LAN switches is very different from getting QoS from wide area network links (and providers) that span the globe, but Hinx have experience of providing both.

## 4 Firewall Maintenance

One of the highest-maintenance items in anyone's network is the firewall. In a network of 300 users, there are usually around 6 changes per month made to the firewall policy, to restrict access from known viruses or worms (or to prevent “Trojan” information being sent out), and to allow insiders access to specific resources on the Internet.

This may seem like a high number, but it should be remembered that the Internet Firewall is the most critical security device in our Client's network, protecting the internal network from the Internet, whilst allowing business critical applications and processes to operate correctly.

## 5 Security

The solution offered uses standards-based IPSec to allow our engineers who have detailed knowledge of your network topology, passwords and IP addresses to connect to your network to troubleshoot faults, suggest courses of action and if necessary alter configurations.

Hinx will *always* gain the client's approval before making changes to the network, and will work with our clients to implement change control procedures.

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