NATILIK

CISCO Meraki

Natilik Managed Services: Cisco Meraki

Your confident guide to digital transformation.

Supporting you to maintain and monitor your technology infrastructure.

As the complexities and challenges of managing technical environments continues to grow, there has never been a better time to partner with a Managed Service Provider that can dynamically and pro-actively respond to your changing needs. Natilik's Cisco Meraki Managed Service has been designed to give you the flexibility you need to best support your business. Simply choose from (or combine) one of our three packages; Managed Access, Managed Secure Edge, or Managed SD-WAN, and let our experts take care of the rest.

Solving business challenges with a comprehensive managed services

Take advantage of a managed service which has been designed to solve your challenges and drive real business results.

Infrastructure Management

Leave the management to us and have time back to focus on core business goals and building and executing against your technology strategy.

Application Management

Know that your applications are managed, secured and optimised properly across private and public cloud environments.

Limited Resources

Natilik can act as an extension of your team supporting both the daily management of your solution as well as providing technical support internally on key features and capabilities.

Unforeseen Costs

Reduce ad hoc costs associated with the ongoing management of technology.

Visibility

A managed service from Natilik will provide access to enhanced insight and reporting capabilities, giving you additional visibility you need to see the full picture.

Choose from three managed service packages

Designed with you in mind, have the flexibility to choose or combine packages to create a service that will best support your business. No matter the package, a consistent service level ensures that you get the best every time.

Managed Access

Optimising and maintaining your environment to support your business-critical applications.

Focus on business critical tasks and let the Natilik experts look after the day-to-day tasks involved in supporting your network. This package includes the creation of VLANs and DHCP scopes, port configurations, SSiD creation and management, wireless rule creation and changes and more.

You have the option to subscribe to an annual wireless survey to ensure your wireless environment continues to operate in the most efficient way.

Managed Secure Edge

Securing your key applications and protecting them from any potential threats.

Trust in the Natilik Team to keep your organisation secure. This package includes the management and monitoring of malware, intrusion detection, DNS (license dependent) and content filtering as well as the management of basic firewall and Network Address Translation rule changes.

You have the option to include network observability and management of remote workers who are leveraging secure access and multi-factor authentication.

Managed SD-WAN

Enabling reliable performance for latency-sensitive, business critical applications.

The Natilik team will manage the delivery and management of fixed and/or cellular Internet access.

This package includes the management and configuration of existing Meraki SD-WAN configuration as well as any SaaS, IaaS or data centre served applications, ensuring they are consistently providing optimum performance.

Service guaranteed, no matter the package.

Every package includes access to:

24/7 Monitoring

Your environment is in safe hands with the Natilik 24/7 Technical Support Team. Offering in-region support from our hubs in London, Sydney and New York, the experts will be on hand to support you 24hrs a day.

Minimal Downtime

When there is a problem, Natilik will restore normal service operation as quickly as possible by identifying issues and implementing fixes that ensure minimal downtime.

Technical Advice

Have a technical question or looking for some advice on a new feature? Our experts will be more than happy to help.

Unlimited MAC's

Enjoy the flexibility of unlimited moves, adds and changes for a broad set of requirements and features.

Service Updates

Timely updates from the Natilik team ensure that you are always prepared for any key service-impacting events such as scheduled maintenance upgrades and patches.

License Management

The Natilik team will manage your Cisco Meraki license subscriptions, ensuring full coverage, compliance and avoiding any disruption to your service.

Health Reporting

Receive regular reports which summarise the health of your service, as well as advice on any suggested remediation to ensure your environment stays in good health.

Managed Upgrades

Looking for more control over software versions, either for new features or compliance purposes? Natilik can manage and schedule upgrades on your behalf.

Service Transition

Natilik will support the transition of your new service, providing full transparency about how the service operates and what to expect so that the handover is as smooth as possible.

Service Delivery Manager (SDM)

Have the opportunity to add an ITIL accredited Natilik SDM to access additional service performance analysis and reporting to ensure services are being seamlessly delivered to your organisation.

You are in safe hands with a Cisco Meraki Managed service from Natilik

All Inclusive Model

Our service is delivered via an all inclusive model which covers monitoring and support as well as moves, adds and changes to ensure the most common tasks are all part of what we offer.

In-Region Support

With dedicated teams of Cisco Meraki accredited experts situated across Europe, the US and Australia, you can rest easy knowing that your environment fully supported 24h a day.

Application-Centric Approach

Natilik understands the value of APIs and automation for businesses which is why we give you the option to include these as part of your Managed Service. The team can leverage Natilik's in-house DevOps Team and supercharge your deployment with additional customisation and integration options.

End-to-End Support

Natilik has the capability to support you throughout the entire lifecycle of your deployment. From working on the initial design, to the scope and installation all the way through to day two operational support, the Natilik team are there to partner with you and provide as much or as little support as you need.

Service Excellence

Natilik ticks all the boxes when it comes to service excellence. The team is fully ISO 27001 accredited and ITIL qualified giving you the peace of mind that you are in good hands.

Customer Experience

Our clients are always at the forefront of everything we do. Natilik has a global 24/7 Technical Support Team with a NPS score of 91, demonstrating service excellence and our commitment to providing an exemplary service to our clients.

For more information please visit natilik.com

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