

Managed Service – Blue Coat PacketShaper

Can you be sure that your PacketShaper is guaranteeing bandwidth to latency-sensitive applications such as VoIP, video conferencing, and virtual desktops?



If the answer is **no** you could benefit from BrightCloud's managed PacketShaper service. For one simple monthly cost we'll guarantee that your PacketShaper is correctly configured and proactively monitored, so that you get maximum performance gains from the device.

What's Included



Pre-deployment Consultation

We always start with a pre-deployment consultation, during which we will help you plan your PacketShaper policies and rules. We'll then send you a design document for your approval.



Installation and Configuration

Our engineer will then install and configure the device/s in-line with the agreed design document. We also conduct all the necessary post-installation and post-configuration checks. If your device is already installed we'll perform a health check against best practices.



Monitoring and Reporting

We setup device availability monitoring and auto-log incidents for our support team to investigate. We'll then send you a monthly report showing health metrics along with optimisation gains per site (ask us to see an example report).



Pro-active Management

We look after all change and configuration management. As new features and/or bug fixes become available we will review the applicability and provide recommendations. Updates are applied once every 6 months unless a critical patch is required.



Incident and Problem Management

You log any support calls via phone or email to a centralised Single Point of Contact (SPOC). Our support team will then work with you and the manufacturer (if needed) to quickly resolve the problem.

SLA Targets

Priority	Categorisation	Response Target	Fix Target
1	Business Critical service affected	15 mins	1 hour
2	User(s) affected – urgent incident	45 mins	4 hours
3	User(s) affected – non urgent incident	4 hours	6 hours
4	Admin request	8 hours	16 hours

Pricing

Our pricing is based upon several factors including the number of devices you need managing, and the features you would like us to manage. Contact our team today for a bespoke quotation.



BlueTouch Support Partner

As a long-standing Blue Coat partner we have amassed considerable expertise in PacketShaper and MACH 5. We've always been eager to share our expertise with customers, which is why we became a BlueTouch Certified Partner in 2015.

This means we now act as the primary support contact for all the Blue Coat products that we sell, so our customers get a seamless after-sales experience every single time.

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