



Qolcom Network Assurance as a Service

Guarantee your users' wired and wireless experience with a trusted services partner

Qolcom's assurance services relieve the pressure on your IT operations team and will keep your employees connected and communicating.

We understand that the evolution of communication and connected cloud services has led to an increased demand on organisations' wireless networks, with them being considered a critical service for conducting business.

To support this need, we offer Qolcom Network Assurance as a Service, providing our customers with a new appreciation of how their wireless networks behave, delivering true insights for troubleshooting and faster resolution of issues that are affecting the user's productivity.

Qolcom Network Assurance as a Service delivers a unique perspective of how to monitor your wireless network performance, focussing on the actual services that your staff and customers use.

Qolcom Network Assurance as a Service is non-intrusive and uses sensor technology placed outside of your standard network management and operating platforms.

Qolcom Network Assurance as a Service improves your user's experience of the wireless network by tackling issues early on, before they become major concerns.

Qolcom Network Assurance as a Service combines hardware, software, cloud services and Qolcom's technical know-how to augment your own IT services.

For a regular monthly service charge, you can include:

- Hardware sensors placed at strategic points within your buildings.
- Wireless network availability and performance monitoring.
- Discreet service availability and performance monitoring, including:
 - Cloud service monitoring (e.g. Office365, Google, Dropbox etc)
 - Internal service monitoring (e.g. Email, Voice over IP)
 - Bespoke service monitoring
- Internal network performance using automated iPerf data transfers.
- Software sensors installed on managed or personal devices for a true user perspective of wireless performance.
- Access to a cloud-based dashboard view of the sensor array.
- Regular reporting on the health of the network and services delivered as a PDF.

A Customer's Story

Qolcom has deployed the Network Assurance as a Service solution into one of the premier entertainment venues in London. The experience of the visitors to the venue is of the upmost importance, supported by staff that are wholly reliant on a stable wireless connection. A network infrastructure that Qolcom already managed and supported has been greatly enhanced by the addition of this service.

The Network Assurance service ensures that the wireless provision for artists, visitors and staff is delivering the coverage, performance and services required. Qolcom will pro-actively identify, investigate and resolve issues as they occur, meaning that they do not escalate into larger issues that would negatively impact the experience of these different user groups.



About Qolcom Qolcom is an award-winning global integrator of market leading mobility, networking & security solutions. Our goal is to deliver business transformation through digital innovation, improve the user experience, increase productivity and address the concerns our customers have around compliance, governance and risk.

Qolcom has an outstanding track record of designing, deploying and supporting digital transformational technology solutions for both the enterprise and public sector for more than a decade.

To discuss how Qolcom Network Assurance as a Service can benefit your business, your users and your IT team, contact Qolcom on **01635 298021** or at **sales@qolcom.co.uk**

[QOLCOM.CO.UK](https://www.qolcom.co.uk)