



EMPOWERING CAMPUS DIGITAL INFRASTRUCTURE

In a world of increasing network demands and stretched IT teams, Integral Services goes beyond traditional support to ensure the continuous operation of your Cisco-focused networking infrastructure. We provide comprehensive **support, management, and optimisation**, integrating with Cisco TAC, utilising Cisco developed tools and support-specific APIs.

IT RESOURCING

Resourcing for IT teams remains a key concern for universities, with many currently operating at staffing levels that are well below normal. This situation compounds the pressure on IT teams to optimise performance within limited timeframes, while also facing the challenge of managing ever-increasing demands on university networks.

With insufficient time and resources to improve the situation, universities can be held back...

ITGL Integral Services gives universities access to an entire team of skills and support, so IT teams can function at optimal capacity.

WHAT MAKES INTEGRAL DIFFERENT?

Intimacy

Integral is not a mass market service – it’s a relationship, where we get to know your university, understand your priorities, and align with your needs. You won’t encounter call handlers or gatekeeping of expertise. If an issue wanders outside the parameters of support, we’ll do our best to help you anyway.

Innovation

Advanced telemetry, machine learning, and automated data capture provide real-time visibility and monitoring of your infrastructure. Issues are often identified and resolved before they have time to impact your users.

Ownership

We work as your team, sharing your priorities on your timescales, providing solutions while you sleep, preventing issues before they arise. We can take full ownership of your vendor and service provider relationships, removing the bureaucratic burden and frustration.



We’re not an extension of your team, we are your team.

INTEGRAL SUPPORT SERVICE ELEMENTS

Foundational – Our core service

Advisory – Periodic reviews and contextualised reporting

Automated – Advanced telemetry, machine learning, and network management



FOUNDATIONAL

- Client Portal
- Incident Management
- Vendor Escalation and Case Management
- Hardware Break/Fix
- Software and Application Support
- Managed Cisco Software Access
- Third-Party Management

ADVISORY

- Client Portal with Insights
- Problem Analysis
- Periodic Service Reviews
- Periodic Service Reports
- Hardware Lifecycle Advisory
- Software and Security Advisory

AUTOMATED

- Intelligent Monitoring and Alerting
- Preventative Analysis
- Capacity Management
- Configuration Management
- Access Management
- Certificate Management

Specialist Resourcing

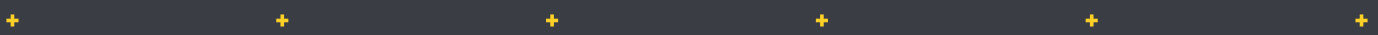
Not every engagement is about something going wrong. We also provide universities with access to specialist services to help them optimise their digital infrastructure.

Flexible

Pre-paid budget for flexible resourcing of specialised services, as and when universities require.

Fixed Price

Individually scoped and priced resourcing is suited to anticipated needs.



Book a meeting with one of our experts to find out how ITGL Integral Services can help you.

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