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Enhanced & Managed Network Support Services

Today's networks must deliver more than connectivity.

They need to enable secure digital experiences, support business transformation and provide the visibility to operate with confidence. Our enhanced and managed network services help organisations increase resilience, reduce operational effort and maximise the value of their network investment.

Our accredited specialists design, support and manage AI-enabled network environments across cloud and on-premises infrastructure. Acting as an extension of your IT team, we improve performance, strengthen security and free your people to focus on strategic priorities.

Delivering measurable business outcomes

Outcome	What it means for you
Greater Network Resilience	Reduce downtime through proactive monitoring and expert support.
Improved User Experience	Deliver consistent, reliable connectivity for users wherever they work.
Lower Operational Costs	Reduce internal workload and avoid the cost of maintaining specialist skills.
Enhanced Security	Improve visibility and respond to threats faster across your network estate.
Complete Visibility	Gain real-time insight into network health, performance and availability.
Future Ready Infrastructure	Scale confidently with services that evolve alongside your business.

Personalised Technical Support

Onboarding & Service Transition	Expert Support	Service Visibility
We document your environment, identify improvement opportunities and deliver a structured transition into service - ensuring minimal disruption and rapid time to value.	Highly accredited engineers operate as an extension of your IT team, providing 8x5 or 24x7 support backed by Vision, our service observability platform, delivering faster resolution and greater operational insight.	Vision provides real-time visibility into network health, performance and service quality. Combined with a dedicated Service Delivery Manager, it enables proactive management and continuous service improvement.

Problem Ownership	Monitoring, Alerting & MAC Services
From first contact to final resolution, we own every incident. Even when third parties are involved, we coordinate diagnosis and resolution to minimise disruption and provide a single point of accountability.	Choose the services you need - from proactive monitoring and intelligent alerting to remote Moves, Adds and Changes (MACs). Our flexible managed service reduces operational overhead while improving visibility, resilience and control.

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Helping you get more from your network

- Reduce operational risk through managed software updates
- Extend asset life with proactive health assessments
- Improve performance through expert consultancy
- Protect business continuity with UK-wide hardware maintenance
- Maintain compliance through documentation and configuration management

A Customer's Story

Keeping a global entertainment leader connected, 24x7

Qolcom/Bechtle delivered a fully managed network service that provides continuous monitoring, proactive management and expert support across the customer's network infrastructure. From routine software updates to critical incident response, our Network Operations Centre ensure the network remains secure, resilient and available.

The result is a high-performing network that supports exceptional customer experiences while allowing the customer's IT team to focus on innovation rather than day-to-day operations.



Want to know more?

To discuss how enhanced and managed network support services could benefit your business, contact our team on **01249 467900** or at **sales.uk@bechtle.com**

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