RM™

Wireless and LAN Management

Ensuring high availability in your core infrastructure

The wireless and local area network are the core of your IT operation, providing both connectivity and security to your entire IT estate it's vital that systems are well managed and well maintained.

Data sheet

Service overview

RM's Wireless and LAN management services deliver expert management of your wired and wireless systems to ensure they are available, up to date and secure.

Our team will proactively monitor your switches, wireless controllers and wireless access points for traffic overloads, patch status and availability. We'll keep devices patched and firmware up to date in line with the manufacturer recommendations. We'll ensure config backups have run and are available if and when needed.

The RM team will act as an escalation point for your onsite team and deliver industry standard change management on your infrastructure.

Business outcome	Benefit
Confidence in systems	24/7 monitoring ensures system failure are addressed before they become and problem. Giving your users the confidence that systems will just work.
Reliable change management	Expert teams overseeing change on your network ensures configuration changes can be implemented with little disruption.
Major incident support	In the unlikely event of a major incident or outage, our team is on hand to assist in quickly getting systems back up and running.
Confidence in security	Teams monitoring and applying patches and firmware upgrades ensure your core network remains secure and up to date.

"*The way that technology is used has changed massively over the last half-century and RM has been there every step of the way, providing trusted support and guidance to schools.*"

Leora Cruddas, Confederation of School Trusts

NX-Discover NX-Deliver NX-Manage NX-Enable

Key service features

Patching & Updates

- ✓ Patches reviewed and applied on an ongoing basis.
- ✓ Patch status reviewed and remediated.

Monitoring

- ✓ Daily monitoring availability, traffic, patch status, config backup.
- ✓ Identification, investigation, and remediation assistance of any issues identified as part of the monitoring and alerting service.

Escalation Support

- ✓ Access to subject matter experts to diagnose and support wider issue diagnosis.
- ✓ Problem identification and management.
- ✓ Change management.

Why RM?

Smart
Innovation is at the heart of our business, and we continue to explore advanced technologies, bringing to market pioneering ideas that respond to shifting educational tech needs in an unpredictable world.

Safe
The safety and safeguarding of our students is at the forefront of our minds and is the number one consideration when designing and delivering our IT services. We are setting the standard in the industry for safe use of technology in and out of the classroom.

Secure
Cyber threats are a major & growing concern for any trust or school. Our portfolio of IT security services mitigate the risk of a cyber-attack by highlighting vulnerabilities, implementing solutions & building resilience through training to improve your security posture.

Our certifications

Working with RM you can be assured that you will receive a high-quality service alongside our expertise and knowledge of supporting schools with their technology. Our school IT services are backed up by a range of educational and technology certifications and partnerships.

PRINCE2®   besa | 90 BRITISH EDUCATIONAL SUPPLIERS ASSOCIATION   IWF Internet Watch Foundation   CYBER ESSENTIALS

AMTIVO ISO 22301 Certified Business Continuity   AMTIVO ISO 27001 Certified Information Security Management   AMTIVO ISO 9001 Certified Quality Management

If you are interested in hearing more about any of our services, please connect with your regular RM contact, or if you don't have one, send us an email at getintouch@rm.com

Website: https://www.rm.com/services