



Managed Network Proposal for: Ivybridge Town Council

Created by:

Michael Berry

Prepared for:

Kate Elliott-Turner

Quote ID: ID:0086332

Please note all prices exclude VAT

FOR

Kate Elliott-Turner
Ivybridge Town Council
Town Hall
Erme Ct, Leonards Rd
Ivybridge

PL21 0SZ

Quote Date	07.12.2023
Quote Number	ID:0086332
Quote Expiry	06.01.2024
Reference	Networking Support

Executive Summary

Dear Kate,

Further to our discovery meeting please find our report below:

The Problem:

We identified the following key areas need resolving:

- The Networking infrastructure on site was looked after by a member of staff who has left the organisation.
- The hardware is of an age in which it requires changing, and is starting to fail.
- There are WiFi Signal issues in the buildings.
- The Guest WiFi service you currently have is not compliant.
- You have frequent internet issues in areas of the organisation which heavily rely on internet connectivity.

How We Solve It:

We will address this by,

- Providing a Support Package for the Network and hardware for the organisation.
- Provide new Hardware which is utilising the latest technology.
- Install new WiFi 6 Access Points, which will improve signal quality and speed.
- Provide a compliant Guest WiFi Platform.
- Provide a new, dedicated 1Gbps leased line internet connection into the organisation, which will be split between the Council, Office Area and Guest WiFi.

I hope my proposal is of interest to you.

If you have any further queries on my proposal, please let me know.

I look forward to hearing from you.

Kind Regards,

Michael Berry
Client Account Manager / michael.berry@flotek.io

Welcome to Flotek Group

Delivering Trusted
Cloud Technology.

Who is Flotek

As a growing technology company based in Cardiff, Flotek strives to ensure customers are embracing the opportunities and efficiencies brought by the latest and greatest technology.

With regional sales and support locations across the UK, our ambitious growth is focused around our crucial values and fundamental rules, with every product and service delivered with expertise, passion and heart.

Discover why Flotek is the smarter Cloud partner for your business.



Our office locations



Our reason why...

Keeping our customers ever-connected with secure & innovative technology solutions



Tech Partners

Working with the worlds market leading manufacturers to keep ahead of our competition



Dedicated Team

With regional offices in the South West UK - our team are on hand to help you stay connected & secure across all our technologies



Internet

A true Internet Service Provider with optional on net 5G Back-up



Microsoft 365

Microsoft Cloud Partner

Driving customers to the cloud with Azure, Modern Work & Security



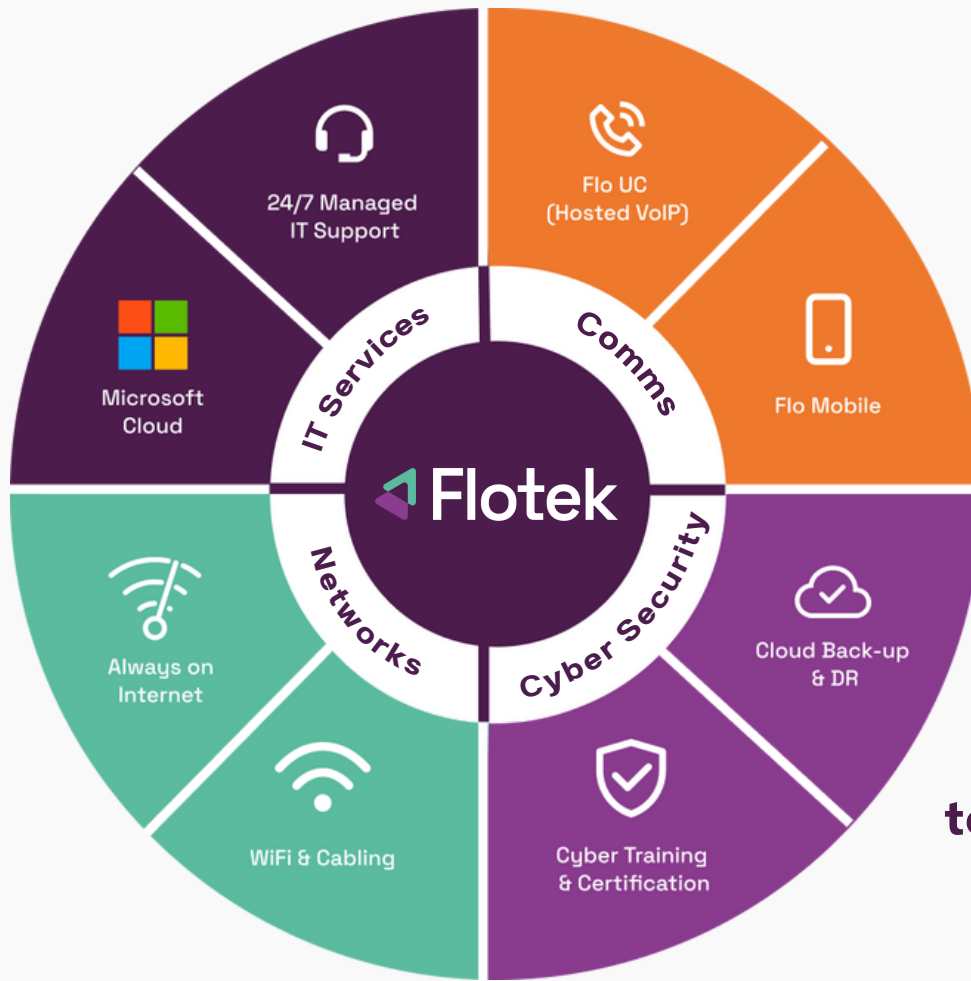
Employee Led

Employee ownership across the entire group

The Maltings
East Tyndall Street
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CF24 5EA

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What we do



**Bringing
technology
together.**

Why choose Flotek

Our promise to you



Always On.

Innovative, cost-effective, tried & tested solutions, not to mention our friendly and experienced team always on-hand to ensure you're right where you need to be.



Always By Your Side.

Wherever your team is at, wherever you do business; staying connected with unfaltering internet back-up to boot is mission-critical for businesses whatever their size.



Always Secure.

Flotek's got cyber sussed, with the highest security baked-in to all our products and best practice strategies putting the right defences in place for when it happens.



Always Giving Back.

From rewarding our loyal customers, to promoting well-being and supporting charitable causes, every product and service we offer is delivered with expertise, passion and heart.

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On Site Support

Cyber Safe

Automatic Updates

Remote Support

Cloud Backup

24/7 Monitoring

David
IT Support

Technical support that's a true extension of your team

If you thought responsive, round-the-clock I.T support was just all talk, think again.

Flotek's Managed I.T Service provides unlimited technical and strategic support that can extend to 24/7, 365 so we're always on-hand when you need us most.

From just
£19.95
/month

[See features](#)

Your own IT Department at your beck & call

With our range of tools and services, we're confident we've got technical support down.

Dedicated help desk; 24/7 monitoring; patching & reporting; self-healing fixes through AI; advanced cyber-security audits & server management as standard, we really can be by your side, not tucked away in the corner.

[Watch Overview](#)

IT Support
Video Overview
★★★★★

Features & Benefits of our Managed Technical Support



Responsive Service
Help on-hand from our UK Technical Support team – that can extend to 24/7, 365 days a year, even at Christmas



Unlimited Support
Unlimited telephone & email support from our experts with onsite escalation



Monitoring
Proactive I.T monitoring for all your managed devices



Patching & Updates
Keeping you secure & up-to-date with proactive device updates & security-patch management



Audits
Keeping performance & security at its highest with regular system audits



Server Management
Keeping your servers in tip-top shape, in your office or in the Cloud



Peripherals
Maintenance & support on all peripheral items such as printers, switches and routers



Advanced Cyber Security
The latest anti-virus protection & detection as standard



Your I.T Team
Ongoing technical and strategic I.T advice to fit your unique requirements

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Which internet service is right for us?



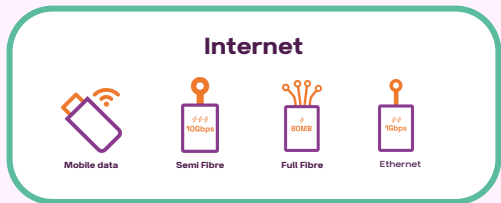
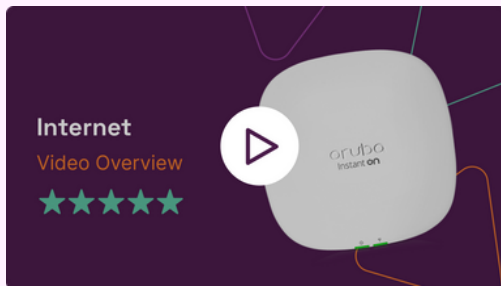
Killing it connectivity – with Flotek Internet

Flotek's internet solutions are comprehensive, fast, reliable and secure.

From single Fibre Broadband, to a full Microsoft Azure Private Connection, to WiFi & Networking, and Internet Everywhere.

Go Pro and we'll ensure you're always up and running with our fail-over unlimited 5G mobile internet backup.

[See features](#)



What's the uptime, Mr Wolf?

Our highly resilient, geographically-diverse network assures 99.999% uptime and 0.1% packet loss across our core network, while our DDoS Protection comes as standard to protect our customers' network 24/7/365.

What's more, our always-on guarantee ensures all our pro customers receive inclusive unlimited 5G data backup connection.

[Watch Overview](#)

Features & Benefits of Flo Internet:



Super Reliable

99.999% uptime and 0.1% packet loss across our core network



Super Fast

From fast copper to full-fibre – we'll work to your budget for the best speed available



Always-on Guarantee

Choose Pro and we'll ensure you're always up and running with our fail-over 5G mobile internet



Reporting & Monitoring

All our business internet connections are monitored with full key-stat reporting 24/7



UK Customer Service

Our own UK team love to help, call us 24/7 for instant support



Business only

We offer low contention, 24/7 monitoring and totally optimized for business use



Direct Interconnect

We can offer private termination to Azure, AWS & many more private Cloud providers for a true on-net experience



Future-Proof

Our network partners use the latest tech-stacks to ensure we're always delivering the latest products and technology



Super Secure

DDoS Protection as standard protecting our customers' network 24/7/365

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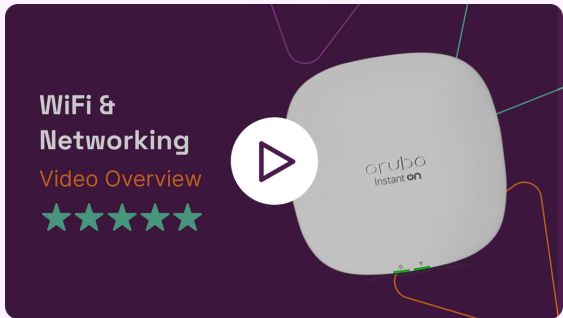


WiFi without the weak spots - With Flotek WiFi & Networking

Fast, secure and reliable WiFi & Networking access is mission-critical for businesses, small and large. Many offer it - but can they really ensure the security and coverage is professionally covered?

Flotek can.

[See features](#)



Business-Grade Networking, Without the Bluff & Bluster.

Flotek delivers secure, smart, business-grade wired and wireless solutions for a frictionless network experience, carrying your internal traffic via our robust and reliable Aruba hardware.

Whether your work takes you indoors, outdoors, or SoHo environments, we can cater for every requirement.

[Watch Overview](#)

Features & Benefits of Flo WiFi & Networking:



Security
Our Wi-Fi features two-factor authentication, adding an additional layer of protection to secure customer information



Smart WiFi
Our WiFi talks to every other access point to ensure you're always online with auto meshing



Bandwidth Control
Choose a speed control for each user to ensure everyone gets a great experience



Online Management
Manage and monitor your network on-the-go from the mobile app or Cloud based portal 24/7



Latest & Greatest speeds
Ultra high-speed for superior performance and coverage with WiFi 6



Indoors or Out
A range of hardware to suit those businesses needed for indoor or outdoor Wi-Fi



Back-up guaranteed
Choose a 5G mobile internet back-up in the event your network goes down



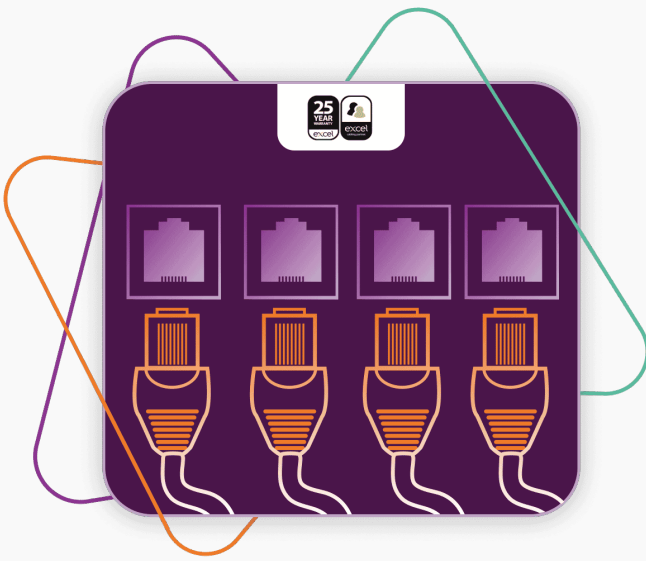
Full Coverage
Our tech can provide full-site coverage wherever you are



Business Grade
Business-grade 802.11ac wave 2 Wi-Fi 5 and 802.11ax Wi-Fi 6

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No-nonsense Network Cabling

When it comes to cabling infrastructure, Flotek provides businesses of all shapes and sizes with a truly end-to-end service, covering survey, design, installation, Fluke testing and certification to the latest standards.

Oh, and a 25 year guarantee as standard.

[See features](#)



Ready, willing & cable

From cable runs to terminations and hardware installation, we'll work with you to deliver the very best experience from start to finish, with a speed that's perfect for you.

What's more, we ensure every job is completed to the highest standard and offer a 25-year guarantee.

[Watch Overview](#)

Features & Benefits of Flo Data Cabling:

Survey & Design
We'll survey and design every step to ensure you get the perfect-fit cabling infrastructure

Installation
Our certified engineers are on-hand to implement all types of commercial data or fibre services

Testing
Full testing using the latest equipment to ensure maximum performance

Certification
We're so confident in our works, all our cabling is certified to the latest standards

Fibre
From 1GB to 10GB, we'll ensure you always have the right speed for your business

Cat5/6
To comply with BS6701:A1-2017 standard for Telecoms cables, all cable will meet a minimum of Euro class Cca-s'1b,d2,a2.

Technical Team
From cable runs to terminations & hardware installation, we'll work with you to deliver the best experience

Safety
From liability insurance to risk assessments, we ensure every job is completed to the most exacting standard

Radio links
If cables aren't an option, we'll use the latest radio technology to keep your business connected

Existing Setup

From our site survey, and with the guidance that was provided from the documentation on site, it would appear that there are 2x Broadband Lines which are serving between both buildings, with Fibre Links between the buildings also.

In the Town Council building, there is one FTTC Internet Line which is plugged into a DrayTek Router, which powers multiple networks split between the Town Council building and the Watermark Building.

In the Watermark building, there is one FTTC Internet Line which is plugged into a DrayTek Router, which powers Internet Services for the Managed Offices.

It would appear, from our site survey investigations, that the Guest WiFi and Telephone Network is run from the FTTC Internet Line in the Town Council building.

Proposed Setup

I propose that a new 1000/1000 Mbps Leased Line internet connection is installed into the Ground Floor Coms Cabinet of the Watermark building, which will be plugged into a new Draytek Router.

This Router would be plugged into 3x new Switches, which are segregated into separate Networking environments. From here, utilising the existing Fibre and Cabling, we would link up to the Coms Cabinet on the Top Floor of the Watermark building, where a further 3x new Switches would be installed, and a further 2x new Switches in the Town Council building.

10x New WiFi 6 Access Points have been provided in the quote, which will be installed in suitable locations. New Network Cabling will be required for these, to ensure that they are installed in locations that are required. The WiFi Service will have a Guest Compliant System on it, where users will be required to input personal details in order to access the Internet.

The Internet connection will be configured to assist with ensuring that each area of the organisation has an acceptable internet connectivity speed. There will be a Service Level Agreement (SLA) in place on the Internet connection.

Upfront Costs:

We've listed all the components you need, however some might be in a bundle format.

QTY	Product & Description	Price	Subtotal
1	Draytek Router With Rackmount Kit	£261.00	£261.00
10	WiFi 6 Access Points	£190.00	£1,900.00
8	24 Port PoE Managed Switches	£625.00	£5,000.00
10	Cable Runs Including Materials	£140.00	£1,400.00
8	10GBe SFP Cables	£22.00	£176.00
7	Installation Professional Services	£600.00	£4,200.00
1	Training & Project Management Professional Services	£0.00	£0.00
One Off Total			£12,937.00

TaaS - Hardware as a Service

Prefer to pay everything monthly?

Save the cash for your core business and wave goodbye to **One-time costs**, just simply choose a term:

Term	Monthly Payment
36 Months	£ 449.17

Please note all prices exclude VAT

Notes:

Installation would be a mixture of on site and remote works.

Our aim would be to configure the hardware as much as possible remotely before site attendance.

A full installation and implementation plan would be discussed and advised before works commence.

Financial Summary:

We've detailed all **our proposed** solution costs for you below.

Proposed:

Current Monthly Costs (Averaged)	£
18x Managed Network Device - Switches And WiFi Points	£ 63.00
Draytek ACS Router Management	£ 10.00
Flo Guest WiFi - Starter	£ 49.00
Networking Support	£ 260.00
Unifi Online Management Controller	£ 20.00
1000/1000 Mbps Leased Line	£ 338.00
Leased Line Additional IP Range	£ 20.00
Total	£ 760.00

Term of proposed package: 36 Months

Notes:

The above Proposed Monthly Costs are for the support of the Network and WiFi setup only.

There is no support cover within this proposal for items relating to Google G Suite, Telephone System, Advertising Screens or Computer Systems.

This support proposal also does not include any support for the Cinema System or its environment, equipment or broadband.

Customer Acceptance of Flotek Group Limited's standard terms and conditions:

I/We confirm that I/We have read and understood the terms and conditions as set out by Flotek Group Limited and confirm that the above information is correct.

By signing this document, you agree to Flotek Group Limited's terms and conditions provided or alternatively found at <https://Flotek.io/terms-and-conditions>

If your order is related to any Microsoft Cloud Licensing, you are agreeing to the Microsoft End User Licensing agreement found at:

<https://aka.ms/customeragreement>

Flotek Group Limited:

Name: Michael Berry

Date:

Ivybridge Town Council:

Name: Kate Elliott-Turner

Date:

Getting started, what's next?

Once we receive your digitally signed order, we'll assign your order to a project manager who will be your point of contact from signed order to completion.

We'll be here every step of the way and ensure 100% customer satisfaction.