



Unlock the potential of Cisco Meraki with Managed Services

Technology is evolving fast and today's IT teams are being stretched further than ever. From connectivity to security to user experience, there's more to manage, and more riding on getting it right.

As a Cisco partner since 2008, we bring deep expertise across the Meraki portfolio. Our solutions architects and engineers know the technology inside out, and apply that knowledge to support, optimise, and manage your environment.

Whether you need Managed Services for Meraki Access, SD-WAN, or Intelligent Workspace, our team is here to keep your systems secure, reliable, and performing at their best.

How can our Managed Services help you?

Expand your resources

We act as an extension of your team, filling skills gaps and delivering hands-on support where it's needed most.

Scale with ease

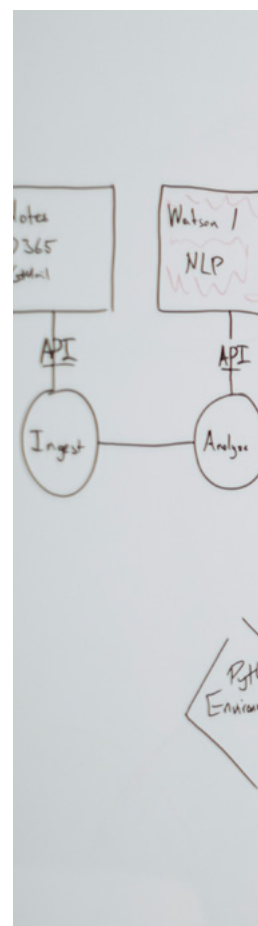
As your business grows or your needs change, our services can scale with you.

Boost productivity

We take care of daily Meraki operations, so your team can focus on bigger priorities without getting bogged down in the basics.

Greater peace of mind

With proactive monitoring and expert support, your environment stays secure, stable and running exactly as it should.



Explore Cisco Meraki Powered Services

Designed for flexibility, select or combine solutions to best suit your needs.

Whether you're looking to hand over management of an existing Meraki setup or get started with a new Meraki solution for the first time, our certified team is ready to support you.

We take care of device setup, monitoring, incident management and ongoing support, so you get clarity, control, and confidence from day one.

01

Meraki Managed Access

Keep your LAN and WLAN running smoothly. Hand day-to-day Meraki Access management to our team of specialists and we'll configure, monitor, and finetune performance, freeing you up to focus on the bigger strategic initiatives.

02

Meraki Managed SD-WAN

Deliver fast, reliable connections between sites and clouds. Our team oversees and optimises your Meraki SD-WAN end-to-end, steering traffic along the best path to minimise latency and maximise performance of critical applications.

03

Meraki Intelligent Workspace

Create safer, smarter and more connected work environments with Meraki Intelligent Workspace. Combining smart cameras and environmental sensors with powerful cloud management, Intelligent Workspace gives you real-time visibility across your sites.



Meraki Managed Access LAN and WLAN

Unlock the full potential of your network with Meraki Managed Access solutions. Suitable for both LAN and WLAN environments, this service ensures optimal performance, security, and reliability of your network infrastructure.

Service inclusions	Meraki Access WLAN	Meraki Access LAN
Meraki devices	Meraki MX/MR Series Access Points	Meraki MS Series Switches
Meraki dashboard	✓	✓
Truist MSA service portal	✓	✓
Meraki cloud-based management	✓	✓
Alerts and notifications	✓	✓
Splash page management	✓	–
SSID management	✓	–
Access control policy management	✓	✓
Port management	–	✓
VLAN management	–	✓
Chassis/stack management	–	✓
Rapid updates/changes	✓	✓
Centralised provisioning	✓	✓
Monitoring and visibility	✓	✓
Licence management	✓	✓
Meraki automation capabilities	✓	✓
Proactive analysis	✓	✓
Technical support (business hours)	✓	✓
Standard IMACD support	✓	✓



Meraki Managed SD-WAN

Optimise your network's efficiency and performance with our Meraki SD-WAN Managed Service. Designed to manage network connectivity across multiple locations, this service simplifies complex network management for high performance, security, and reliability.

Service inclusions	Managed Meraki SD-WAN
Meraki dashboard	✓
Truis MSA service portal	✓
Alerts and notifications	✓
User management	✓
Licence management	✓
Technical support (business hours)	✓
Standard IMACD support	✓
Add-on complex IMACS as T&M / Project	✓
24/7 network monitoring	✓
Configuration management	✓
Firmware updates	✓
Reporting and analytics	✓
Device lifecycle management	✓
Compliance management	✓
VPN management	✓
Application prioritisation	✓
Security management	✓
Performance optimisation	✓
Cloud connectivity optimisation	✓
WAN optimisation	✓
Network segmentation	✓
API integration	✓
Technical support (24/7)	Add-on

Meraki Managed Intelligent Workspace

Gain real-time visibility across your physical environment with Meraki Intelligent Workspace. From monitoring conditions to tracking activity, this service helps create safer, more efficient and better connected spaces. This Managed Service supports Meraki MV and MT devices.

Service inclusions	Meraki Managed Intelligent W
Meraki devices	Meraki MV series Meraki MT series
Truis MSA service portal	✓
Meraki cloud-based management	✓
Alerts and notifications	✓
Configuration management	✓
Incident management	✓
Firmware compliance	✓
Device monitoring	✓
Reporting	✓
Meraki Vision access	✓
Warranty management	✓
Standard IMACD support	✓
Technical support (business hours)	Add-on
Technical support (24/7)	Add-on



What's included with Truis Managed Services

All services include the following core features:



Ongoing IT support



Incident management



Technical guidance



Security advice



Licence management



Monthly reporting

Optional add-ons

No matter which Meraki Managed Service you choose or how you combine them, we offer a range of add-ons to help you get the most from your environment.

Consulting services

Specialised consulting in cloud solutions, cybersecurity, and IT project management to support strategic growth.

Cisco Umbrella SIG integration (for SD-WAN)

Enhance your network security with Cisco Umbrella SIG integration for an added layer threat defence.

Additional Managed Services

Extend beyond Meraki with Truis Managed Services for cloud, security, and data centre environments, tailored to support your broader IT strategy.

Truis Service Desk

Comprehensive support for all Meraki managed services.



Always available

Our service desk provides continuous support with options for both standard business hours (8/5) and around-the-clock assistance (24/7). Whether you're using Meraki Managed Services for networking or Intelligent Workspace, expert help is always within reach.

Certified expertise

Our service desk is staffed by certified engineers who work across the full Meraki stack. From network performance to smart device management, they troubleshoot quickly, solve problems fast, and keep things moving.

Flexible contact options

Our Truis MSA Service portal delivers a seamless, intuitive experience, enabling you to easily log and track requests via self-service ticketing. We also offer support via email and phone, so you can reach us whenever you need to.

Advanced support tools

We use smart systems behind the scenes to speed up troubleshooting, reduce back-and-forth, and get things working sooner.

Making the move to Meraki managed services

Whether you're starting fresh or handing over an existing setup, we make the transition to Meraki Managed Services smooth, structured, and hassle-free.

01

Prepare

Assessment & planning

Define objectives, milestones, and roles for a smooth transition.

Meraki license review

Review existing Meraki licenses and negotiate new terms as needed.

Communication strategy

Develop a strategy to keep everyone informed on the transition process.

02

Identify

Asset inventory

Document Meraki device details for efficient management. Gather customer site details and access details, key contacts, etc.

Knowledge transfer

Gather existing documentation and conduct knowledge transfer sessions.

Readiness review

Assess current health and state of systems. Review dashboard and current configurations and check for any required remediation.

03

Transition

Standardise configuration

Ensure configurations are the same across all Meraki devices.

Service activation

Activate additional services and features where required. Ensure access and delegation are in-place in preparation for go-live.

Go-live

Move from onboarding to running state with Truis taking responsibility for monitoring, management and support.

04

Evaluate

Feedback & evaluation

Review the transition's success and gather stakeholder feedback.

05

Enrich

Continuous improvement

Learn from the transition and establish a process for ongoing enhancements.

Relationship management

Schedule regular reviews and maintain open communication with the customer.

Ongoing support

Provide continuous support with defined SLAs and regular system health checks.



Why Truis?

01

Deep Meraki expertise

Our Meraki-certified engineers bring deep technical knowledge and hands-on experience to every engagement, ensuring your environment is always performing at its best.

02

History of excellence

We consistently deliver results that exceed expectations, helping organisations transform how they manage and scale their IT.

03

Partnership for the long haul

We work as an extension of your team, committed to your success and ready to go the distance to support it.



Trusted by the best

As a certified Meraki MSP, Truis has partnered with Cisco since 2008. We've delivered tailored solutions across industries and organisation sizes, backed by a deep understanding of Cisco Meraki environments and how to manage them effectively.

Truis



Welcome





Ready to take the next step?

Book a deep dive and learn more about Meraki Managed Services, including comprehensive details on our POC, service inclusions, and pricing.

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