

Monitoring SERVICES



“ 62% of CIOs list moving to the cloud as a top priority, however, 70% of these organizations are unsure what their cloud environment should be. ”

We can help you design, deploy, monitor and manage a scalable cloud-based network solution that meets your critical business needs. NetWolves' Managed Network Services (MNS) provides three distinct cloud-based monitoring options.

SERVICE WITHOUT COMPROMISE Utilizing ping requests, our Silver Monitoring service provides basic up or down monitoring of each circuit or device on your network. If your site fails to respond after three ping requests, an alert is sent immediately to our management systems. Our Network Command and Control Center (NC²) staff will respond quickly and appropriately, ensuring that your business continues to operate smoothly. NetWolves can monitor most circuit types terminated on a device capable of responding to a ping request.

Silver

Gold **SETTING THE STANDARD** The Gold Monitoring service takes our MNS to the next level. We provide robust monitoring of your network devices, including interface statistics along with CPU and memory utilization. The information being monitored and recorded is gathered by the local device and retrieved by our management system. We also watch for network interface errors and packet drops. In addition, we monitor real-time and historical utilization of all network backbone interfaces and circuits, as well as round-trip response times between our management system and each device being monitored.

UNMATCHED PEACE OF MIND Platinum Monitoring provides all the power of our Gold Level Monitoring plus the added benefit of our proven WolfPac™ device capable of capturing, recording, and validating nearly anything on your network. Platinum Monitoring provides the benefit of scanning each device on your network for over 25,000 potential security risks, as well as capturing and displaying packet headers for all network interfaces or a particular device. A web portal provides a convenient way to analyze network traffic and usage, and all network traffic analytics can be exported. In addition, a log of network traffic for the selected interfaces is maintained, while performance testing can create data streams and measure the throughput of your network when necessary. Management applications offer out of band access via broadband or dial-up, file configuration and storage of the system image, as well as the transfer of data using various protocols.

Platinum

Monitoring Options	Silver	Gold	Platinum
Basic up/down monitoring of device or circuit (ICMP)	✓	✓	✓
Monitoring of most circuit types (DSL, cable, Ethernet, T1, T3, etc.)	✓	✓	✓
Proactive network management through performance thresholds		✓	✓
SNMP monitoring		✓	✓
Monitoring of interface status, CPU and memory utilization for network nodes		✓	✓
Monitoring of circuit quality (error detection and availability)		✓	✓
Real-time monitoring of circuit bandwidth utilization, reporting and archiving		✓	✓
Customized reports on a weekly, monthly, and annual basis		✓	✓
Offsite node configuration backup		✓	✓
On-demand vulnerability reporting			✓
On-demand packet capture capability			✓
Onsite node configuration backup			✓
Real-time traffic flow statistics			✓
NetWolves WolfPac™ with proprietary SRM ² ™ monitoring platform			✓
On-demand throughput testing between sites			✓

MNS BENEFITS

- Reduces your investment by delivering externally administered services with faster implementation
- Predictable monthly costs and access to the latest applications without the costly need to overhaul your network systems
- Enhanced project outputs and timely access to specialized skills and knowledge
- Greater control of service levels and performance means less downtime
- Tighter cost control and clarity on your return on investment
- Efficiencies realized through collaboration, making the best use of staff for specialist and core responsibilities
- More efficient management of in-house resources and personnel
- Transfers the risk for achieving high service outputs, with greater levels of security and reliability

KEY FEATURES

- Three powerful and easily deployable monitoring options to fit any budget
- Scalable solutions to meet the growing demands of your business
- Customizable to meet most unique network requirements
- Around the clock monitoring of critical elements on your network
- Proactively detects and isolates potential threats or problems as they arise, before they escalate and impact productivity
- Direct integration with your existing organization and support staff to ensure timely notification and targeted responses
- Provides self-service web portal access to real-time and historical network health information
- Fully compatible with NetWolves Management and Reporting services, providing a single-source solution on one monthly invoice

CORPORATE OFFICE
 4710 Eisenhower Blvd. Suite E-8
 Tampa, FL 33634-6337
 855-638-9658 (NET-WOLV) www.NetWolves.com