Reporting
SERVICES

NetWolves
Intelligent Network Solutions

" Organizations claiming a competitive advantage with information and analytics increased 70% "

According to a research report from MIT Sloan Management Review in collaboration with IBM Institute for Business Value

You demand quick and easy access to critical information about your network. The ability to gather, track, and analyze this information is an invaluable tool for strategic planning.

ONE REPORT FOR EXECUTIVES AND IT PROFESSIONALS

All Managed Network Service (MNS) customers have the option to receive the Quarterly Managed Services Report. The details of the QMSR depend on which monitoring level you select. It will include the following sections:
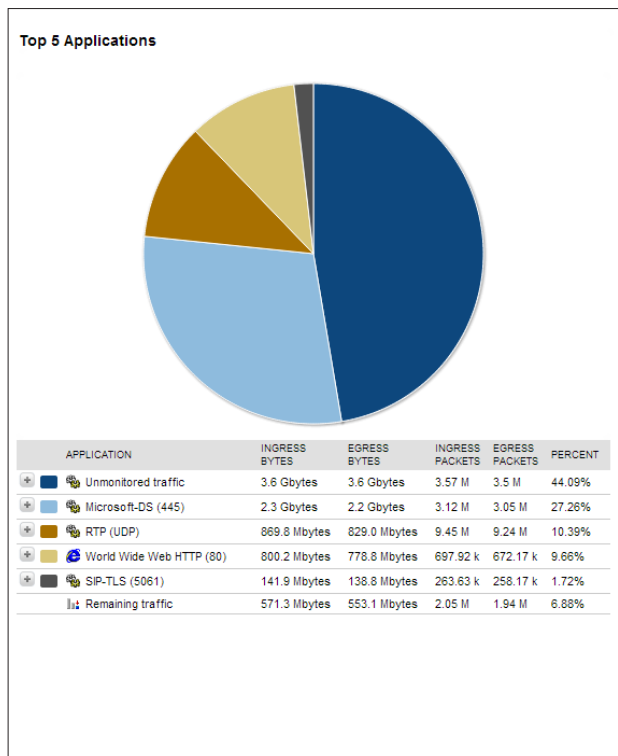
EXECUTIVE SUMMARY

Provides an overview of your relationship with NetWolves and services provided.

MANAGED SERVICES

Summarizes your NetWolves' services, network performance, and user trends. For example, Critical Problem Review (CPR), Incident Management (IM), Time To Repair (TTR), Existing Client Projects (ECP), and Reviews, Moves, Adds and Changes (RMAC).

NETWORK HOLISTIC QUALITY

Provides a summary of metrics across all products and services under the care of NetWolves and potential issues based on a review of quarterly data, including Availability, Network Node Performance (NNP), Utilization, User Behavior, and Traffic Trending.
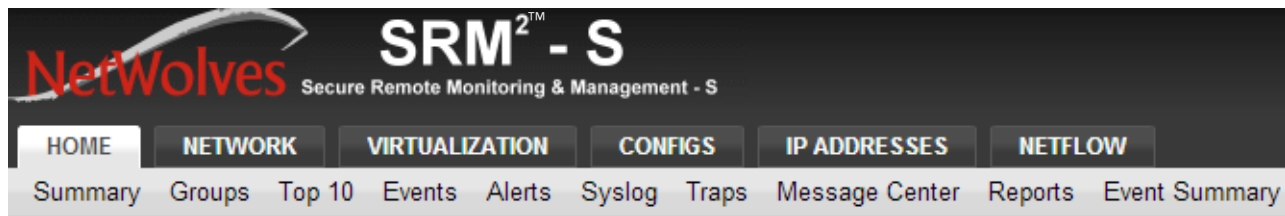
Sample Report

Top 5 Applications

APPLICATION	INGRESS BYTES	EGRESS BYTES	INGRESS PACKETS	EGRESS PACKETS	PERCENT
Unmonitored traffic	3.6 Gbytes	3.6 Gbytes	3.57 M	3.5 M	44.09%
Microsoft-DS (445)	2.3 Gbytes	2.2 Gbytes	3.12 M	3.05 M	27.26%
RTP (UDP)	869.8 Mbytes	829.0 Mbytes	9.45 M	9.24 M	10.39%
World Wide Web HTTP (80)	800.2 Mbytes	778.8 Mbytes	697.92 k	672.17 k	9.66%
SIP-TLS (5061)	141.9 Mbytes	138.8 Mbytes	263.63 k	258.17 k	1.72%
Remaining traffic	571.3 Mbytes	553.1 Mbytes	2.05 M	1.94 M	6.88%

NetWolves offers comprehensive Reporting Services made better. Reporting is an integral part of NetWolves' Managed Network Services offering, providing you with detailed information about your network devices and applications.

EMPOWERING OUR CUSTOMERS

Our SRM2™-S Self Service Portal provides you with convenient access to on-demand bandwidth statistics and reporting, as well as historical and real-time network health information. You also get a breakdown of each device by state/country.

The Weekly WAN circuit utilization report is automatically generated from our SRM2™-S Self Service Portal. You will receive this report each week. The report summarizes maximum and average circuit utilization during your business hours.

KEY FEATURES

• Provides **self-service web portal** access to real-time and historical network health information

• Easy to understand **graphical reporting** of network performance and health

• **Customizable reports** to meet most unique requirements

• **Fully compatible** with NetWolves Monitoring and Management services, providing a single-source solution on one monthly invoice

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**

NetWolves designs and delivers efficient and cost-effective multi-network and multi-technology solutions that work. We provide a complete single-source solution that includes design, network redundancy, application device management, real-time network monitoring, reporting and support systems, all on a single invoice.

Call NetWolves today to learn more about our powerful Reporting Services.

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

MK2130
Rev. 8/2013