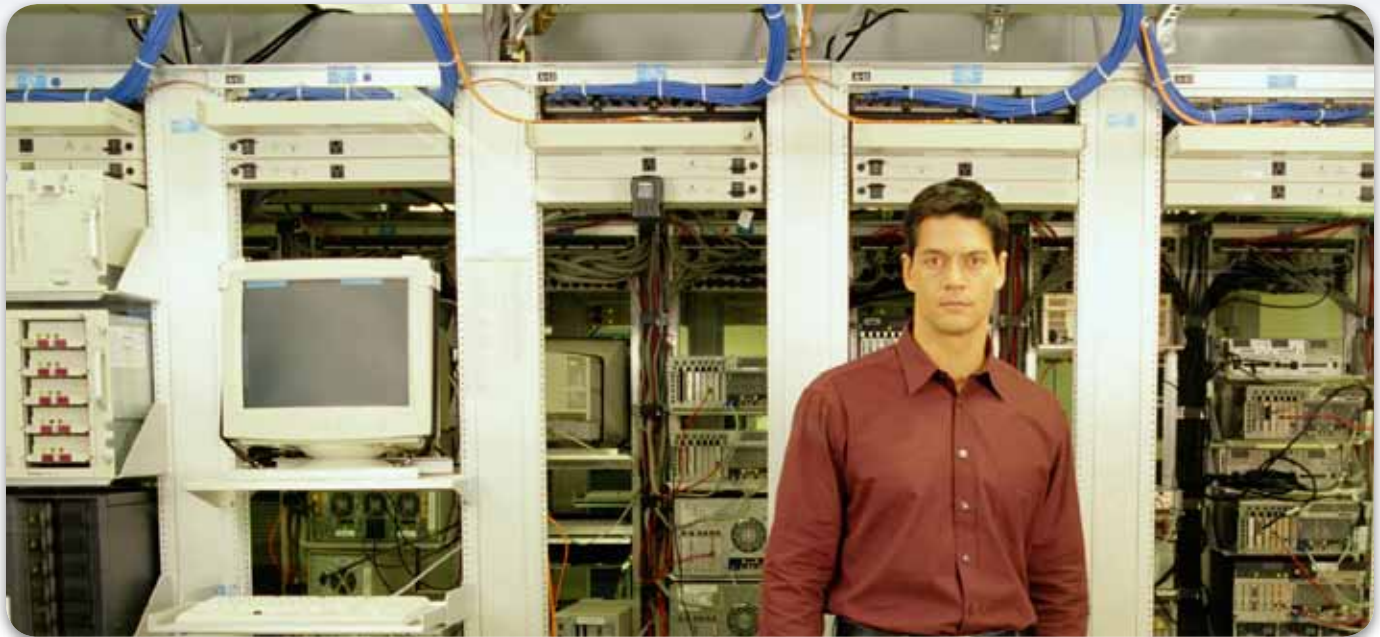




# Net.Monitor

24/7 NETWORK MONITORING AND REPORTING



## Delivering uptime — on your terms

One of the most costly and frustrating situations your business can experience is a preventable network outage. Loss of connectivity, hardware failures, and unresponsive applications are just some of the events which can cripple your business, idle your employees, and drive your customers to a competitor.

### Network Monitoring

Through the Net.Monitor Service, Allied Telesis provides network monitoring and reporting services acting as a network operations resource for your organization. To ensure dependable network performance that delivers maximum end-user satisfaction, Allied Telesis offers a variety of essential capabilities.

Allied Telesis can successfully manage any and all aspects of network monitoring and reporting. The Net.Monitor combination of skilled engineers, advanced monitoring technology, service procedures and real-time reporting will monitor the availability and performance of the network. On a more advanced level,

### Server Monitoring

Allied Telesis documents service levels, monitors and maps service escalations, tracks network outages and performance impairments, tracks bandwidth utilization, monitors capacity and helps you plan for growth.

The Net.Monitor web-based portal is your window into the monitoring activity. It allows you to view network activity and track monitoring in real time. It provides complete visibility into all of the components that make up your network and IT infrastructure.

We only report on what makes sense for you, whether it's every incident or only major alarms, tailoring the service for your business.

### Alarm Reporting

### Trouble Reporting

## Net.Monitor Key Features

### Reduce Operational Expenditures

» Allied Telesis network monitoring services use proven industry methodologies that save both money and time when compared to dedicated, in-house resources.

### Enhance Business Operations

» Robust networks are necessary for efficient business operations. Network failures are preceded by problem indicators — monitoring and proactive responses reduce unavoidable outages.

### Optimize Utilization of Internal Resources

» Skilled teams are available 24 hours a day, seven days a week, reducing the pressures on in-house personnel to work overtime or to master the intricacies of rapidly changing technology.

## Net.Monitor Services

### Network Monitoring

#### Basic

Operational status to include aspects such as device internal temperature, fan operation, power, and port status, etc.

#### Advanced

Includes all operational status monitoring found in basic network monitoring plan, plus device performance monitoring. Device performance monitoring to include memory usage, CPU utilization, and bandwidth monitoring.

### Server Monitoring

#### Basic

Device operational status to include, but not limited to, server temperature, fan operation, power and port status, drive status, and CPU/Memory utilization.

#### Advanced

Includes all operational status monitoring found in basic server monitoring plan, plus application monitoring. Application monitoring to include tests to ensure the applications are responding correctly and remain available.

### Alarm Reporting

#### Notice Only

Automated notice of selected alarms via email or SMS. Includes custom network dashboard.

#### Escalation

Automated notice of selected alarms, plus escalation to selected work groups to insure prompt response to alarm conditions. Includes custom network dashboard.

### Trouble Reporting

#### Remote

Remote staff will validate system alarms, investigate cause, and generate incident to document. Customer's staff will be engaged when needed to replace malfunctioning hardware and provide on-site response.

#### On-Site

When required, Allied Telesis expert staff will deploy on-site to repair or replace equipment and resolve network issues. Service is available in select locations.