



Network Monitoring & Management Services

Technologies Covered

Device Type	Manufacturer & Model
Routers	Cisco
Switches and Managed Hubs	Cisco, 3Com, D-Link, Intel
Load Balancers	Cisco

Benefits of the Service

- ✓ NO appliance required on customer premises
- ✓ NO agent required to be loaded on customer hardware, thus no security risk
- ✓ NO touch (easy transition of devices to enable the service)
- ✓ NO hassle
- ✓ Extremely cost effective for 24x7 coverage

What Enables the Service

- ✓ Sophisticated monitoring infrastructure at Total Networking Solutions LLC's Remote Management Center.
- ✓ Microlite Portal which can be accessed online for real-time device status and reports.
- ✓ Standardized, best-in-class tools
- ✓ Secure & redundant connectivity
- ✓ Technical personnel with in-depth domain expertise in networking
- ✓ ITIL-based processes with BS15000-certification

Contact us at **Total Networking Solutions LLC, PO Box 311, Pennsville NJ 08070**

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Email: sales@t-n-solutions.com

Visit us on the web at www.t-n-solutions.com

Service Deliverables

We offer a risk-free subscription-based model with no upfront investment. You can sign up for the monitoring-only service, or the more comprehensive management service (which includes monitoring).

Monitoring & Management Services	Monitoring	Management
Reporting Network Component Availability Status	✓	✓
Reporting Threshold Violation for Network Parameters	✓	✓
Reporting Link Availability and Bandwidth Utilization	✓	✓
Real-time Alerting and Notification	✓	✓
Summary Reporting	✓	✓
Incident Management		✓
Change Management		✓

The monitoring services include the following services as the standard package. However, customers can request modifications to these parameters.

Standard Package		
Device, Device Components and Processes – Up/Down Status		
Device Up/Down Status		
Network Interface Up/Down Status (Up to Two (2))		
System Resources	No. of Instances	Alerting Threshold
CPU(s) Utilization %	1	80
Memory Utilization %	1	80
Network Interface Bandwidth Utilized-Inbound	2	80
Network Interface Bandwidth Utilized - Outbound	2	80

Thresholds for alerting can be modified on a case-by-case basis.

The management services include the following services. All monitoring services are part of the management services.

	Deliverables	Exclusions
Incident Management	Non-availability of Device, Device Component (e.g., Network Interface) Non-Availability or Threshold Violation.	
Change Management	Configuration Setting Changes, Operating System Parameter Changes, Updates to Routes, Access Lists. Invocation of Common Interior Gateway Routing Protocols (such as OSPF, IGRP / EIGRP, RIP), VLAN Configuration, Simple Policy-based Routing.	Advanced Configuration (where In-Depth Analysis and Specialization is required), e.g., BGP, ISIS, SNA and MPLS VPNs.

Service Levels

Monitoring Alert Notification	
Response Time	15 minutes
Communication Methods and Contacts	
E-Mail	Up to Three (3) Designated Contacts
Pager	Up to Three (3) Designated Contacts
Service Level Compliance	
Percent Compliance	95%

Management Incident Management		
Severity	Response Time	Resolution Time
S1	15 Minutes	2 Hours
S2	30 Minutes	6 Hours
S3	30 Minutes	1 Working Day
Service Level Compliance	95%	95%

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Delivery Infrastructure

The services are rendered through a secure environment. As the services use an agent-less service monitoring system architecture, there is no need to install anything on your devices. There is no need to run any encryption on your systems and devices. A gateway-to-gateway VPN makes the setup scalable to add more devices easily and quickly.

- Security initiated at
- VPN 3DES encryption used for data transfer
- Link between
- Portal access is over HTTPS
- _____
- Service delivery engineers go through a rigorous hiring and training process and are screened by

Committed to Your Success

The need for a reliable, scalable, available and security-rich IT infrastructure has never been more critical to the success of your organization. Our comprehensive set of services can help you optimize your IT investments, improve performance, achieve availability objectives and avoid costly problems.

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