MNS OVERVIEW

NetWolves
Intelligent Network Solutions

Silver Level Monitoring

- Basic up/down monitoring of device or circuit (ICMP)
- Monitoring of most circuit types, including DSL, cable, Ethernet, T1, T3, and others

Basic Managed Services

- Silver Level Monitoring
- Basic Internet access configuration support for NetWolves provided equipment
- 24x7x365 Incident Management (IM) services
- All other MNS offerings are billable

Gold Level Monitoring

- Silver Level Monitoring features, plus
- 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

Advanced Managed Services

- Gold Level Monitoring (upgradable to Platinum)
- Custom web portal with self-service reporting and auto generated weekly bandwidth reporting
- Full feature set configuration support for NetWolves provided equipment
- 24x7x365 Incident Management (IM) services
- Up to four change requests executions per calendar month not to exceed 32 estimated NetWolves work hours
- Detailed reason for outage reports (CPR)
- All other services are billable

Platinum Level Monitoring

- Gold Level Monitoring features, plus
- On-demand vulnerability reporting
- On-demand packet capture capability
- Onsite node configuration backup
- Real-time traffic flow statistics
- NetWolves WolfPac™ with proprietary SRM2™ monitoring platform
- On-demand throughput testing between sites

Enterprise Managed Services

- Platinum Level Monitoring
- Custom web portal with self-service reporting and auto generated weekly bandwidth reporting
- Full feature set configuration support for all NetWolves provided equipment
- 24x7x365 Incident Management (IM) services
- Change request executions
- 500 hours of project work per calendar year
- On-demand, detailed reason for outage reports (CPR)
- Quarterly services review

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