

Managed

NETWORK SERVICES



Your business relies on its network to operate efficiently and compete effectively. The resources you commit to support an increasingly complex network are scarce. These resources can be quickly overwhelmed with the day-to-day responsibilities of keeping your network up and running.

NetWolves offers a flexible, proactive approach that maps to your IT, business and budget requirements, adapting with you as your business needs evolve.

Proactive Detection and Isolation of Potential Threats

The odds are great that you will face a network outage or some other problem that negatively impacts your business, resulting in substantial productivity and revenue losses.

Three **powerful** and easily deployable proactive monitoring options to fit any budget.

Silver

Monitoring provides basic up or down monitoring of each network circuit or device. NetWolves can monitor most circuit types on a device capable of responding to a ping request.

Gold

Monitoring provides robust monitoring of your network devices, including interface statistics along with CPU and memory utilization, network interface errors, and packet drops.

Platinum

Monitoring adds our proven WolfPac™ device capable of capturing, recording, and validating nearly anything on your network. Each network device is scanned for thousands of potential risks, and packet headers for all network interfaces or devices are captured and displayed.

Greater Control of Service Levels and Performance

How do downtime, outages and other network related problems impact your business?

SCALABLE MANAGEMENT SOLUTIONS

providing around the clock management of your network services with three levels of network management services:

- **Basic Management** provides an entry level solution for businesses with simple connectivity needs, and includes a convenient pay as you go cost structure. This offering comes standard with Internet access configuration support for NetWolves provided equipment.
- **Advanced Management** includes access to the SRM²-S Self Service Portal offering weekly bandwidth reporting. You also get full configuration support for all NetWolves provided equipment, network changes and around the clock Incident Management services.
- **Enterprise Management** comes fully loaded and includes NetWolves' top of line Platinum Level Monitoring and access to the SRM²-S portal with self-service and weekly bandwidth reporting capabilities. Configuration support for all equipment provided by NetWolves and a Quarterly Managed Services Report (QMSR) completes this offering.

Call NetWolves today to learn more about our powerful Monitoring, Management, and Reporting services.

Easy to Understand Graphical Reporting

Reporting

Real-time and historical network health information

- Quarterly Managed Services Report (QMSR) is available for all our Managed Network Service customers. The report details depend on the monitoring level you select: Silver, Gold, or Platinum.
- SRM²-S Self Service Portal provides you with convenient access to on-demand bandwidth statistics and reporting, and historical and real-time network health information. You also get a breakdown of each device by state/country.
- Weekly WAN Circuit Utilization Report is automatically generated from the SRM²-S Self Service Portal. The report summarizes maximum and average circuit utilization during your business hours.

Are you satisfied with the support you receive?

Learn More

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