

Remote Network Monitoring

Looking after networks is a full time job and one that requires a dedicated, strategic approach to ensure that any issues are dealt with as soon as they arise. Calling engineers out after the network has gone down is inefficient and costly and can be avoided by utilising Desktop Network Systems's remote network monitoring service.



Overview

With networks demanding 24/7 attention it has never been more important to have the correct support procedures in place. Increasing pressure from customers has put more reliance on support organisations to provide a dedicated remote technical support team that are available to monitor networks whatever the time.

Focussed on supporting our customers, Desktop Network Systems can deliver a remote network monitoring solution which allows our team of technical experts to monitor networks remotely in a safe and secure environment 24/7.

From our Network Operations Centre (NOC), we can monitor a wide range of complex networks across the UK, Ireland and mainland Europe and quickly alert customers of potential problems before they have a significant impact on a business. Remote monitoring can save businesses from the time, inconvenience and costs of a call out.

Optimised performance and availability

Our remote network monitoring service provides the monitoring of all devices under contract with Desktop Network Systems and will alert the customer of any incidents that could affect the performance of the overall network infrastructure.

The types of events monitored include:

- > Device failures
- > Module failures
- > Power supply failures
- > Link failures
- > High utilisation

Reporting

Desktop Network Systems provides an advanced reporting engine with a dynamic web based console that will enable network visibility across your entire network infrastructure.

Key Product Features:

- > High Level Summary Views
- > Topology and Event Search Views
- > Monitor Performance and Alerts
- > Reports for Common Performance Metrics

Management

In addition to alerting you of incidents Desktop Network Systems are able to provide an incident management service. This service will provide you with access to our highly skilled engineering teams to assist with the related incident and ensure a swift resolution. All incidents will be logged and managed through the Desktop Network Systems Call Management System (CMS).

Through secure access to the customer infrastructure through one or more MPLS links Desktop Network Systems are also able to use advanced diagnostic and troubleshooting skills so that any non-hardware related incidents can be identified.

Key features of remote network monitoring include:

- > Active monitoring
- > Retrospective network reporting
- > Performance monitoring
- > Network failure reporting
- > Central network error log

The system will assist your Customers with:

- > Network visibility
- > Network troubleshooting
- > Network reporting
- > Failure notification
- > Multi-user access
- > Security

Customer Portal

The portal provides basic functionality and includes user specific topology map displays, event log views, and real-time MIB table/graph displays. The web based module will allow you to have full visibility of the infrastructure health. With multi user access, you will have the ability to view, monitor, remotely manage, and report on the whole network through a single interface. This is the most important aspect of the solution and is extremely flexible. There are over 400 reports which can be setup and run with as much or as little information as is required.

Software capabilities include:

- > Performance and fault management
- > Intuitive point and click interface
- > Enterprise scalability
- > Universal device poller
- > Community support
- > VMware virtualisation monitoring
- > Report writer
- > Customer property editor
- > Role based access control
- > SNMP trap and syslog viewer

Summary

At Desktop Network Systems we are committed to providing tailored support solutions to meet your needs. Assisting customers across the UK, Ireland and mainland Europe means Desktop Network Systems has the technical expertise, resources and experience to monitor your networks 24/7. Remote monitoring allows us to closely monitor and fix any network problems from our Network Operations Centre which in turn provides an efficient, reliable service to keep our networks running optimally at all times.



UK Head office
8 Croydon Road
Nottingham
NG7 3DS

T: +44 (0) 870 0684750

F: +44 (0) 870 0684749

E: info@dns-direct.com

www.dns-direct.com