

## Know Your Network

Many small to mid-sized businesses (SMBs) increasingly rely on business critical applications like email, databases and Internet connectivity as indispensable “utilities” for running their business. Any interruptions are costly to the business and frustrating for users.

netEM is a hosted network management solution for SMBs that keeps critical technology working efficiently so users can concentrate on doing their jobs.

Touching many different aspects of business IT services and connectivity must be accounted for including utilization, congestion, up-time, security and much more. netEM offers the ability to isolate network problems and provides awareness and understanding of network performance and availability.

▶ STAYING ON TOP

## Control Your Network...Don't Let It Control You.

Regardless of the size of your business, staying on top of your network can be a daunting and cumbersome task. The applications and expertise needed can create enormous budget expenditures and unexpected outages. Our single site to multi-site network element monitoring brings business into focus by staying on top of your network needs.

In a marketplace overwhelmed with complex, costly enterprise management solutions netEM offers scalability, usability and extensibility combined with a low total cost of ownership towards network maintenance.

▶ FLEXIBLE AND SCALABLE

▶ BENEFITS

- Comprehensive Network Monitoring, Management, and Visibility
- Isolate Network Issues
- Proactive Problem Resolution
- Maintain Your VOIP Services

▶ FEATURES

- On-Demand Network Utilization, Throughput and Health Reports
- Dedicated Customer Support
- Next Business Day Replacement
- Network Troubleshooting



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# Choose the Right Package

## Network Monitoring and Management

FEATURES	netEM	netEM PLUS	netEM PREMIUM	netEM EXTREME
<b>Monthly Price</b> <small>*per site pricing ** Requires inter-site data Communications (VPN, etc)</small>	\$40.00*	\$50.00*	\$100.00**	\$500.00**
<b>Install Charge One-time</b>	<b>Waived</b> on select devices, otherwise, \$50.00	<b>Waived</b> on select devices, otherwise, \$50.00	<b>\$500.00</b> Includes hardware	<b>\$500.00</b> Includes hardware
<b>Proactive Performance Monitoring</b> <small>***Interfaces must have direct Internet connectivity</small>	2 interfaces*** \$10.00/mo ea. after  <small>OID's Included - Circuit Availability, throughput, Interface Errors and CPU utilization</small>	4 interfaces*** \$8.00/mo ea. after  <small>OID's Included - Circuit Availability, throughput, Interface Errors and CPU utilization</small>	50 interfaces \$5.00/mo ea. after  <small>Unlimited OID's. More than 4 per interface is subject to extra setup fee.</small>	Unlimited Interfaces  <small>Unlimited OID's. More than 4 per interface is subject to extra setup fee.</small>
<b>Notification Features</b>	E-Mail	E-Mail	E-Mail/Console	E-Mail/Console

## Reports and Statistics

FEATURES	netEM	netEM PLUS	netEM PREMIUM	netEM EXTREME
<b>Daily Health Report</b>	-	-	-	✓
<b>Monthly Network Utilization and Throughput</b>	-	-	✓	✓
<b>On-Demand, Real Time Network Statistics</b>	Available	✓	✓	✓
<b>Web Based Customer Portal</b>	✓	✓	✓	✓

## Help Desk Support

FEATURES	netEM	netEM PLUS	netEM PREMIUM	netEM EXTREME
<b>Next Business Day Replacement</b> <small>On Cisco 17xx series routers</small>	✓	✓	✓ Optional on Cisco Devices other than 17xx	✓ Optional on Cisco Devices other than 17xx
<b>Up-to-Date Back Up Configuration</b> <small>On Cisco devices only</small>	Available	Available	Available	✓
<b>Remote Response</b>	✓ One incident /month	✓ One incident /month	✓ Three incidents /month	✓ Five incidents /month
<b>Access to Help Desk</b> <small>Up to 24 x 7 Options Available</small>	8 x 5 (8am-5pm)PST Monday—Friday	8 x 5 (8am-5pm)PST Monday—Friday	12 x 5 (8am-8pm)PST Monday—Friday	12 x 5 (8am-8pm)PST Monday—Friday

## Analysis and Technical Services

FEATURES	netEM	netEM PLUS	netEM PREMIUM	netEM EXTREME
<b>Network Analysis</b>	Available	Available	Available	✓
<b>Tracking and Trend Analysis</b>	Available	Available	✓	✓
<b>On-Site Response</b>	Available at Standard Tiered rate	Available at Standard Tiered rate	Discounted per Incident Basis	Discounted per Incident Basis
<b>VoIP Network Analysis</b>	✓	✓	✓	✓

LOOK DEEP WITH OID'S



### What's an OID?

Put simply, an OID is a statistical classification that we can capture information about and report against. Most devices will allow us to pull details from many OID's to get a better picture of what is going on with each interface. The more OID's captured, the clearer picture you have of your overall network health.

PROACTIVE NETWORK APPROACH



### We're keeping an eye on your Network!

A Proactive Network approach means we know about network problems before you do. When there's a problem, we'll react on your behalf for a timely resolution. Now, you can make solid strategic decisions about your network using real and timely information.