General DataComm's

Remote Monitoring and Network Management

Overview:

GDC offers a complete suite of subscription-based remote WAN, LAN and wireless network management services responding to the growing demand for flexible out-tasked management of network infrastructures.

GDC's *ClientView* services provide 24x7 proactive monitoring, end-to-end management of network problems and detailed performance reporting.

ClientView provides real-time customer interface and management dashboard, provides a centralized view into the health, performance and security of enterprise IT infrastructures. We understand that your need for out-tasked network management services varies according to several considerations including:

- IT Department's role relative to business objectives
- IT Department spending constraints
- In-house skills and resource gaps
- Criticality of business applications supported by the network infrastructure
- Complexity and health of the network

GDC's *ClientView* services offer flexibility to align out-tasked expertise with in-house capabilities and resources, while reducing the overall cost of IT operations.

Drivers - Network Management Out-Tasking

Several factors are contributing to the appeal of network management out-tasking as an alternative to building, maintaining and operating an in-house solution:

Need for Skills and Expertise

An in-house 24x7 network management operation requires a minimum of seven or eight trained network analysts and support specialists working in teams around the clock. Finding, training and retaining this staff are difficult, as is the challenge of keeping up with continuous changes in technology.

Need for Process Automation and Discipline

Hiring qualified, trained, and certified networking professionals is only part of the challenge. Their efficiency depends on the quality of the processes they follow to detect, respond to and resolve network problems. The development, implementation and integration of advanced process automation and the internal process discipline required of the staff to respond rapidly, efficiently and consistently to network incidents is an insurmountable challenge for most in-house operations.

Need to Reduce IT Spending

Companies of all sizes are under pressure to reduce their levels of IT spending. IT budgets are more closely tied to business and financial objectives and consequently require ROI justification. Building in-house capabilities is a costly proposition requiring significant investment in technology, people, training, integration and ongoing operations. The financial benefits of effective network management also include reduced maintenance cost through dispatch reduction and improvement in overall health and performance of the network

Cost of Poor Network Performance

The impact of network downtime is a multi-faceted issue not confined merely to financial cost. Customers should be reminded of its full impact, which includes:

- Productivity - number of employees affected X duration of downtime X burdened hourly rate.
- Revenue - direct loss, future loss, investment loss, billing loss.
- Financial Performance - revenue recognition, cash flow, payment guarantees, credit rating, stock price.
- Damaged Reputation - among customers, suppliers, financial markets, banks, business partners.

Program Highlights:

- ❖ Ownership and resolution of hardware, software and Telco circuit problems
- ❖ Proactive fault management
- ❖ Web access reporting and performance monitoring
- ❖ Web access analysis and subject matter input
- ❖ Full remote network monitoring and management
- ❖ Single Source – Client Manager

The following are current Suite offerings provided by General DataComm (GDC). GDC offers custom programs as well.

Net Watch

Remote Network Monitoring

This service covers surveillance of your network and reporting problems back to the Client help desk within 30 minutes. It has the following features:

- ❖ Remote coverage up to 7X24 basis
- ❖ First Level Problem Identification
- ❖ Real-time fault detection
- ❖ Prime responsibility for fault determination
- ❖ Notification to client help desk or technical user within 30 minutes
- ❖ Electronic trouble ticket tracking database
- ❖ Monthly trouble ticket reports

Net Manage

Proactive Remote Network Monitoring & Fault Management

This service covers surveillance of your network and reporting problems back to the COS help desk within 30 minutes. It has the following features:

- ❖ Remote coverage up to 7X24 basis
- ❖ First and Second Level Problem Identification
- ❖ Real-time fault detection and actions towards resolution
- ❖ Primary ownership of fault
- ❖ Notification to client help desk or technical user within 30 minutes
- ❖ Trouble tickets opened with Telco or responsible vendor as an agent of the client
- ❖ Dispatch of Telco or responsible vendor through resolution
- ❖ Electronic trouble ticket tracking database
- ❖ Monthly trouble ticket reports and network uptime availability reports

Net Rate

Web Access Reporting & Performance Monitoring

Through this service covers GDC will track performance of you WAN network along with Telco. GDC deploys a variety of performance monitoring tools and delivers reports on the following performance measures over the Web:

- ❖ Daily health and network summary report
- ❖ Network volume in bytes frames errors
- ❖ Exception trend and threshold reporting
- ❖ Utilization for WAN's and LAN's (if required)
- ❖ Memory, buffers, and CPU utilization for routers and services (if required)
- ❖ Report on up to ten most critical network situations to watch
- ❖ Historical baseline with 1 year of data archive
- ❖ User-customizable reports on demand.

Net Result

Analysis of Web-Accessed Performance Reports – (Net-Rate is also required)

Clients can enhance the performance monitoring service above with an expert analysis of the reports provided by General DataComm, along with the tools and recommendations for ways to improve the overall network performance. This suite has the following features:

- ❖ Network analysis by an assigned account engineer
- ❖ Analysis of problem areas with expertise input and proven practices
- ❖ Weekly review of performance data and written notification of problems areas
- ❖ Report on up to ten of the most critical network situations to watch
- ❖ Quarterly written analysis reports, focusing in network capacity and problem areas

Operating Environment

Operating Systems Supported:
- Windows/XP/2000/NT
- Windows 95/98/ME
- Windows CE
- HP/UX

Equipment Monitored:
- Modems
- Muxes
- ATM
- LAN Switches
- CSU/DSU's
- Routers
- Hubs
- Servers

Platforms Utilized:
- GDC Proprietary
- HP OpenView
- CISCO Works

Protocols Used for Monitoring:
- SNMP
- TCP/IP
- Vo/IP
- Proprietary Protocols

Circuits Monitored:
- Analog
- DDS
- T-1E-1
- Frame Relay
- ATM
- Wireless
- ISDN
- TCP/IP Telephony
- Sonet
- IP/Giga