

Network Monitoring Service

YOU CAN'T MANAGE WHAT YOU CAN'T MEASURE

Network Monitoring Service provides comprehensive monitoring and tracking of alarms 24 hours a day 7 days a week for any customer location. When an alarm is received, NMS will first attempt to clear the alarm electronically. If this proves unsuccessful, NMS will notify the customer's on-site service personnel or service provider via pager, e-mail, or SNMP of the date, time, location and nature of the trouble.

Whether an alarm is cleared electronically or requires service personnel attention, NMS continues to monitor the trouble until the alarm is cleared. Each occurrence of an alarm is logged to an alarm history database, which is accessible through standard and customer specific reports at NMS secure website.

The first step in preventing failures in critical communications networks is predicting trouble before it occurs. NMS alarm monitoring and history service acts as an early warning system for avoiding these types of problems.

NMS can monitor most PBX's, voice mail and call management systems using the IP capabilities of the PBX, external device via IP, VPN, or modem dial out including AVAYA Multivantage, S8300, S8500, S8700, Definity G3, ProLogix, Intuity Audix, Nortel Meridian 1, Cisco Call Manager, Tadiran, System 75. Others are being added continuously to meet customer needs.



Network Monitoring Service

www.netmonsvc.com

50 Music Square West
Suite 700E

Nashville, TN 37203

Phone: 615-425-2087

Fax: 615-425-2098

Email: sales@netmonsvc.com

Network Monitoring Service

Port Counts By Board Type
Records 1 to 28 of 28 records found

Drill Down Options: Board Inve

Customer	Definity	Equipment Type	Total Number of Ports	Number of Assigned Ports
ARC Corp	abcbmtacs	ANALOG LINE	2048	1783
ARC Corp	abcbmtacs	ANNOUNCEMENT	102	102
ARC Corp	abcbmtacs	AUXILIARY TRUNK	4	3
ARC Corp	abcbmtacs	BRI LINE	24	4
ARC Corp	abcbmtacs	CALL CLASSIFIER	32	32
ARC Corp	abcbmtacs	DATA LINE	8	7
ARC Corp	abcbmtacs	DIGITAL LINE	1000	971
ARC Corp	abcbmtacs	DISK DRIVE	0	0
ARC Corp	abcbmtacs	DSL CONVERTER	0	0

Proactive Alarm Monitoring

Automated real-time collection of alarm data 24 hours a day, 7 days a week from PBX's, voice mail systems, VoIP systems, and other network devices for historical analysis, preventive maintenance, SLA management, and service dispatch.

Alarm data is consolidated and accessed through NMS secure web portal by authorized individuals.

Asset Discovery

Automated gathering of managed device configurations and capacity for tracking card types, port types, active ports, inactive ports, licensing, set information, and other critical configuration data. Configuration and capacity reports are highly configurable and afford customers a tool for managing capacity and planning change.

Performance Tracking

Automated collection and consolidation of traffic data from various devices in a heterogeneous network. Provides standard and customer specific reports for measuring trunk activity, analyzing traffic patterns, and reviewing peak activity periods helping to optimize network performance and reduce costs.

Automation Services

Scripted change process that automates time-consuming and repetitive tasks required for managing and ensuring the security of the enterprise network such as updates to dialing plans, password resets, KIOSK changes, etc.

System Integration Services

Integration services for sharing asset, alarm, and performance data with other management systems.

Managing Business Networks For Business Professionals

Zero Capital Expense
Cut Costs
Improve Service
Ensure Reliability
Protect Assets
Improve Productivity

Network Monitoring Service

Network Monitoring Service, LLC is proud to offer a unique proactive management solution for communications networks, combining Asset Discovery, Alarm Monitoring, Performance Tracking, and CDR and Invoice Management. Our service provides ready access to critical management information from a variety of network devices through a secure web portal. Knowing what you have, how well it's working, and how it's being used is the foundation for planning changes, diagnosing problems, and reducing cost.

Asset Discovery

NMS will collect and record device configuration information making data available to CUSTOMER through a web based reporting system. Configuration management reports include:

- Inventory by Customer
- Ports by Customer
- Billable Ports
- Inventory by Site
- Inventory by Type
- Inventory Detail
- Port Availability
- Inventory History

Proactive Alarm Monitoring

NMS will monitor CUSTOMER PBX's and other managed devices 24 hours per day 7 days per week reporting problems as defined through the CUSTOMER notification rules.

NMS will setup and maintain a service contact list for notifying CUSTOMER of major alarms through e-mail and digital paging services for up to three distinct recipients (users, user e-mail groups, service organizations), configured for business hour and non-business hour notification.

NMS will maintain an alarm history of managed devices making data available to CUSTOMER through a web based reporting system. Alarm history detail will include switch (device), date, time, severity, type and state. Alarm management reports include: Major and Minor Alarms, All Exceptions – major, minor, and warnings, Exceptions by Site, Open Exceptions, Exception History.

Performance Tracking

As a value added service NMS will collect and report trunk usage through the NMS secure web portal including but not limited to:

- Lightly Used Trunks by Site
- Trunks with 5 Calls or Less
- Lightly Used Trunk Detail
- Zero Call Trunks
- Lightly Used Routes by Site

Value Added Services

No two customer requirements are exactly the same. We configure our service to meet your needs. If you have special reporting or integration requirements, we provide the services to ensure that you are getting the maximum value. Our strategic initiatives include automation scripts for common tasks, automated trouble ticket integration, web based tracking of critical network assets, timely performance reporting, and the enablement of improved SLA conformance in a customer self-service framework.



Network Monitoring Service

www.netmonsvc.com

50 Music Square West
Suite 700E
Nashville, TN 37203
Phone: 615-425-2087
Fax: 615-425-2098
Email: sales@netmonsvc.com

Managing Business Networks For Business Professionals