

## Software Services for Monitoring, Measuring and Optimizing



**Network Monitoring Service** provides management services to ensure operational systems 24 hours, 7 days a week.

**Network Monitoring Service** discovers and tracks critical business assets.

**Network Monitoring Service** provides on-going access to network information through our secure web portal.

**Network Monitoring Service** eliminates the need for repetitive tasks.

**Network Monitoring Service** is customer based, customer focused and customer tailored.

*Optimizing performance, reducing costs and improving service begins with knowing what assets you have, knowing how well they are working and knowing how they are being used.*

No two customer requirements are exactly the same. Network Monitoring Service configures 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 is customer focused with no capital expense and little or no setup costs. So let us know how we can help you today, because you can't manage what you can't measure.



### **Network Monitoring Service**

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## **Network Monitoring Service**



## **Managing Business Networks for Business Professionals**

**Telephony Management Services**

# Improve Service

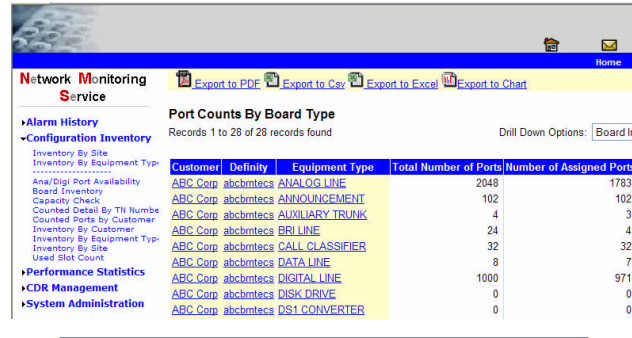
Telephony networks are vital assets to businesses, governments and other institutions in today's dynamic business environment, yet these systems are often overlooked until they malfunction or costs become excessive. Knowing that your systems are operating at optimal performance levels is crucial to getting the maximum return on your investment.

Network Monitoring Service provides critical management services that ensure your systems are operational 24 hours, 7 days a week. We track, monitor and measure how your systems are performing, detecting and reporting problems as they occur. We provide continuous monitoring of your all systems, letting you know when situations occur that require your attention.

Protecting and managing your network assets is imperative to maintaining low costs. Our service discovers and tracks your critical systems reporting under-utilized or inactive assets. We inform you when your available capacity drops below the desired threshold or when you are nearing your limit on your right to use licenses.

Network Monitoring Service automation services eliminates the need for your valuable staff resources to do repetitive tasks. We automate tasks to boost productivity, reduce cost, and improve quality.

# Reduce Costs



The screenshot shows a web interface for 'Network Monitoring Service'. It features a navigation menu on the left with options like 'Alarm History', 'Configuration Inventory', 'Performance Statistics', 'CDR Management', and 'System Administration'. The main content area displays 'Port Counts By Board Type' with a table of data. The table has columns for Customer, Definity, Equipment Type, Total Number of Ports, and Number of Assigned Ports. The data is filtered for 'ABC Corp' and 'abcbrmtcs'.

Customer	Definity	Equipment Type	Total Number of Ports	Number of Assigned Ports
ABC Corp	abcbrmtcs	ANALOG LINE	2048	1783
ABC Corp	abcbrmtcs	ANNOUNCEMENT	102	102
ABC Corp	abcbrmtcs	AUXILIARY TRUNK	4	3
ABC Corp	abcbrmtcs	BRI LINE	24	4
ABC Corp	abcbrmtcs	CALL CLASSIFIER	32	32
ABC Corp	abcbrmtcs	DATA LINE	8	7
ABC Corp	abcbrmtcs	DIGITAL LINE	1000	971
ABC Corp	abcbrmtcs	DISK DRIVE	0	0
ABC Corp	abcbrmtcs	DS1 CONVERTER	0	0

Network Monitoring Service, LLC is proud to offer a unique proactive management solution for communications networks, combining Alarm Monitoring, Asset Discovery, 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.

## Proactive Alarm Monitoring

Ensure operational systems 24 hours, 7 days a week

## Asset Discovery

Inventory critical assets highlighting under-utilized capacity

## Performance Tracking

Measure trunk activity to assure optimal network performance

## CDR & Invoice Management

Track calls to identify abnormal activity & manage costs

## Automation Services

Improve productivity by automating repetitive tasks

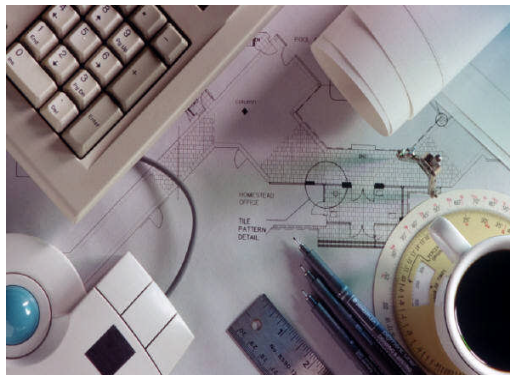
*We can manage virtually any system, anywhere  
Avaya, Nortel, Tadiran, Mitel, Cisco...*

# Measure Value

Knowing how your systems are being used is the foundation for managing traffic, improving security and controlling cost. Network Monitoring Service continuously collects your call detail filtering and reporting abnormal activity and changes in traffic. We provide a comprehensive history of your call data allowing you to research and resolve critical situations or analyze overall calling patterns. If you have traditional call accounting or charge-back needs, we provide the service that scales to meet your needs.



*The first step in preventing failures is predicting trouble before it occurs. NMS alarm monitoring and history acts as an early warning system for avoiding unexpected outages...*



**Network Monitoring Service**