MONITORING SERVICES

24/7/365 PROACTIVE SUPPORT	MANAGEMENT OF A TICKETING PROCESS	REPORTING FUNCTIONALITY

NetWolves monitoring services provide you with 24/7/365 proactive support, management of a ticketing process, and reporting functionality that gives you complete visibility into your network analytics, giving you the benefits of around-the-clock, expert coverage and actionable insight into your business.

SILVER

Utilizes reliable ping requests to provide basic up or down monitoring for each circuit or device on your network. For devices that utilize carrier services with performance SLAs, we ping the remote node once per minute. For sites utilizing best effort services, we ping the device for availability once every four minutes. If the site fails to respond after 3 attempts, our Network Command and Control Center (NC²) responds quickly to ensure business continuity.

GOLD

Provides robust monitoring of devices, including interface statistics plus CPU and memory utilization. Intervals occur every minute for sites utilizing carrier services with SLAs, or every four minutes for sites utilizing best-effort services.

- With SLA: 5% packet loss on WAN interface for five consecutive minutes, or 500 errors within five minutes.

- Without SLA: Alerts are triggered for 10% packet loss on WAN interface, or 1,500 errors within 15 minutes.

PLATINUM

Adds our proven WolfPac™ Platinum device, capable of capturing, recording, and validating nearly anything on your network. The WolfPac™ comes armed with applications ready to address security, traffic trending, network performance, and management. A web portal provides a convenient way to analyze network traffic and usage, and all network traffic analytics can be exported. Your selected network devices are scanned for over 25,000 potential security risks.

LEVEL OF MONITORING	SILVER	GOLD	PLATINUM
Basic up/down monitoring of device or circuit (ICMP)	✓	✓	✓
24x7x365 manned incident management	✓	✓	✓
Proactive network insight through performance thresholds	✓	✓	✓
Weekly Availability Report	✓	✓	✓
Node monitoring of CPU and memory utilization for network devices		✓	✓
Circuit and interface quality monitoring (error detection and interface status, utilization, etc.)		✓	✓
Weekly WAN Circuit Utilization Report		✓	✓
Portal access to gain real-time visibility to network status		✓	✓
SNMP Monitoring		✓	✓
On-Demand vulnerability reporting			✓
On-Demand packet capture capability			✓
Onsite node configuration backup			✓
Real-time traffic flow statistics			✓
NetWolves WolfPac™ with proprietary SRM$^{2(™)}$ monitoring platform			✓
On-demand throughput testing between sites			✓
Monthly Top-Talker Reports			✓

NOC AS A SERVICE

All monitoring services listed above are performed using circuits provided by NetWolves, though third party circuits can also be monitored simply by granting NetWolves access to do so. With this access, we manage the carrier(s) on your behalf and execute troubleshooting efforts when an issue arises.

CONTACT US

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