



vServe24/7 NMS offer capabilities to plan for changes, including:

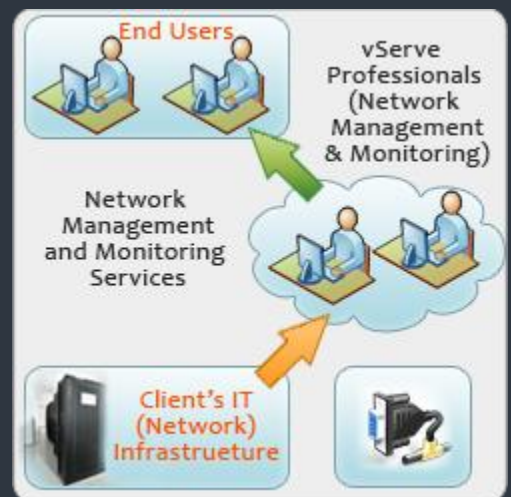
- ✓ Network design and modeling capabilities
- ✓ The knack to address complex scenarios such as configuring the network, configuration and change management
- ✓ Root cause analysis as part of problem management process
- ✓ The skill to maneuver physical and virtual networks to ascertain that a desired state is maintained, together with service and business-impact operational views

INFRASTRUCTURE MANAGEMENT SERVICES ALIGNED TO YOUR BUSINESS NEEDS ENABLING INCREASED PERFORMANCE AND SECURITY OF YOUR MISSION- CRITICAL INFRASTRUCTURE.

Network Services:

Network Management Services (NMS) are a part of a wide-ranging managed service portfolio that offers both habitual and pioneering, on-demand outsourcing offerings. Our services abridge the management of IT, and aid the ongoing coalition of IT with your overall business strategy.

vServe24/7 Network Management Center is a built-in elucidation that transports network lifecycle management. Based on the ITIL model, this solution facilitates your organization to pull off automation across the lifecycle phases of plan, deliver, operate and perk up network service administration.



**Network Monitoring Services:**

- ✓ 24/7 Network Monitoring and Management
- ✓ Network Fault Management
- ✓ Managing Network Performance
- ✓ Service Outage Reduction
- ✓ Change Management
- ✓ Performance Management
- ✓ Configuration Management
- ✓ Technical and Management Reporting
- ✓ Well Defined L1, L2 and L3 Skill Definitions

Network Administration and Management

- ❖ vServe24/7 Network Monitoring Service endow with interminable (24/7) remote monitor, alert and reporting for enterprise data center structures
- ❖ All the way through this flow, vServe24/7 facilitates organizations to capitalize on network and application accessibility and recital, trim down or shun downtime
- ❖ Optimizes resource deployment and application recital by influencing real-time and chronological performance data and customizable reports
- ❖ Endow with configurable threshold and alerts, permit policy-based monitoring and reporting as per particular application SLA's
- ❖ Enhanced business intellect by associate network events to affected applications, enabling positive action to evade issues
- ❖ Using thresholds, which are based upon the business need we observe the network devices 24/7. We respond proactively before predefined thresholds are crossed, thus minimizing downtime. vServe24/7 also provides complete end-to-end management of its customers' networking infrastructure, customized for your unique business requirements

Highlights:

- ❖ Support
 - Devices
- ❖ Provide
 - Monitoring network
 - Monitoring of all the accessible devices (list provided by client) using suitable protocols (e.g.: SNMP) for accessing device status / data

Optimization Services:

✓ **Support**

- Network Devices (Level 1, 2 & 3)
- Network administration & management
- VLAN administration & management

✓ **Incident, change &**

- configuration management**
- Restore failed service as soon as possible to minimize impact to the business
- All changes in the client's environment done in co-ordination with the client's IT department with proper approvals

✓ **Capacity management**

- Provide quarterly recommendations to customer on the links and devices which are over utilization thresholds

✓ **Vendor management**

- Co-coordinating & escalating with client's contracted vendors for quick break fix resolution

- Parameters monitored on the above devices
- Devices
 - Device - Availability and performance (CPU utilization/ memory utilization/ buffer hits/ buffer misses)
 - Link - Availability and performance (bandwidth utilization, errors)
- ❖ Provide threshold alerting
 - Device threshold alerts
 - Link threshold alerts
- ❖ Provide availability monitoring
 - Monitoring of devices and links as per service window defined
 - Provide email notifications (notification of outage, threshold breach)
- ❖ Provide email alerts on device / link threshold breaches
 - Frequency of polling – 5 minutes for availability and 15 minutes for performance parameter

Network performance optimization

In the view of both medium and long-term intent, vServe24/7 not only escorts to lower operational costs, but make certain that new services, expertise and traffic can be integrated cost efficiently. Simultaneously, an optimized network advances- service consistency, reduce outages and guarantees the right ability is accessible for today's enriched, tailored services.

Network audits

vServe24/7 independent network audit practice enables organizations to identify the critical GAP's within their networks which prove hindrance to the overall optimum performance of the network devices. The audit also encapsulates a capacity planning exercise to measure the scalability of the networks.

Tools expertise:

- ✓ *Manage engine Suite*
- ✓ *Solar Winds Orion Suite*
- ✓ *Nagios, Open NMS*
- ✓ *Hyperic HQ*
- ✓ *IBM Tivoli / HP Ov*
- ✓ *Jtrac (Open Source Service Desk)*

Key Differentiator:

- ✓ *Local proficiency with comprehensive best practices to deliver single-source services*
- ✓ *Complete network management services to address from simpler to complex issues*
- ✓ *Determined approach for delivering "right" approach to capitalize on your infrastructure & consumer support ROIs*
- ✓ *Enhances delivery approach driven by ITIL/ITSM frameworks, tailored to unique client environments*
- ✓ *ROI motivated culture with service level measurement & management*

Auditing Services

- ❖ *Capacity planning*
- ❖ *Understanding performance bottlenecks*
- ❖ *Compliance with industry standard designs and processes*
- ❖ *Identify the devices running out of life support*
- ❖ *Verify the policies & procedures set on the network*
- ❖ *Verify password encryption & authentication*
- ❖ *Verify filtering, routing protocols, configuration & maintenance schedules*
- ❖ *Verify redundancy, log & incident handling processes*

vServe 24/7 assists your IT in delivering quality services on LAN and WAN that will help you uphold your periphery in business. Our team fabricates and supports modular networks that you can build on impeccably with no downtime.

vServe24/7 Network Management Service Approach

- ❖ *High –end network performance & deployment services*
- ❖ *Optional services to curtail risk and downtime*
- ❖ *Demonstrated procedures, methodologies & best practices that increase your ROI*

Network Consulting - Design & Architecture Services

vServe24/7 expertise in managing complex IT networks paved path for the network consulting, design and architecture practice. Our consulting services are targeted to help your business in understanding “what is” and “what could be” scenarios related to your network architectures. Our services cover the range from assessment to design. We address all your network security, availability and scalability concerns that help you in running business today and the future needs. This reinforced by the fact that we have designed and managed tier1 datacenters across the globe.



USA

#200 Metroplex Drive,
Suite 302, Edison,
New Jersey 08817
Tel: +1 732 985 9533
Fax: +1 732 985 9537

CANADA

2 Robert Speck Parkway,
Suite 750 Mississauga,
ON, L4Z 1H8, Canada
Tel +1 905 - 910-1511
Fax: +1 905 306 7542

UK

Suite A, North Wing Part,
First Floor, Grove House,
551 London Road,
Isleworth TW7 4DS
Tel: +44 208 587 1411
Fax: +44 208 587 1440

GERMANY

Rheinessenstrasse 9a,
55120, Mainz
Tel: +49 613128910 31
Fax: +49 613128910 90

INDIA

Corporate Office:
#1, 1 Main Road, 1 Block,
Koramangala,
Bangalore - 560 034
Tel: +91 80 41939400
Fax: +91 80 25539149

vServe24/7 Design and Architecture Services

- ❖ *Application response time and assurance services*
- ❖ *Network design, architecture & implementation services*
- ❖ *Unified communications architecture design and implementation*

Networking monitoring and tools expertise

Network monitoring practice follows the following process to render services:

- ❖ *Network monitoring tool assessment and recommendation*
- ❖ *Analysis of the existing Network Infrastructure setup and the support structure (current SLA's)*
- ❖ *Hardware and software pre-requisite checks for installation*
- ❖ *Installation and configuration of the monitoring tool (configuring key KPI's, polling intervals, SLA management, performance threshold breaches, alarms and events, escalation matrix, etc.)*
- ❖ *End user training (provided to tool operators and administrators for report generation)*