

# NEC Remote Monitoring Services



## At a Glance

- A variety of monitoring solutions
- Fast error detection and rapid notification
- Powerful tools speed problem identification and isolation
- Cost-effective support and minimized downtime

## Overview

Today's business environment demands that your network be available at all times. You can't afford to be taken by surprise by a network outage. NEC's Remote Monitoring Services can help prevent any unpleasant surprises by providing 24/7 remote monitoring of your network infrastructure, applications, and servers.

Our fully automated business intelligence engine can immediately notify your IT staff of critical alarms, help identify and isolate failures using root cause analysis, and expedite parts replacement -- efficiently and cost effectively.

## Solution

### A Variety of Monitoring Solutions

NEC can provide monitoring services to meet whatever challenges your business faces. The table below includes information about the types of monitoring NEC provides:

|                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Network Monitoring</b>     | Availability and performance monitoring related to multi-vendor LAN/WAN/Wireless infrastructure                                                                                                                                                                                                                                                                                                                                                      |
| <b>Application Monitoring</b> | Availability and performance monitoring of networked applications such as: <ul style="list-style-type: none"> <li>• Cisco Unified Communication Solutions</li> <li>• Cisco Unified Contact Center Solutions</li> <li>• NEC NEAX® UNIVERGE® and Sphericall platforms</li> <li>• Email applications like MS Exchange®</li> <li>• Database applications like MS SQL, Oracle™, etc.</li> <li>• Enterprise messaging</li> <li>• Video and more</li> </ul> |
| <b>Data Center Monitoring</b> | Availability and performance monitoring of Data Centre components, including hardware, firmware and the operating systems such as: <ul style="list-style-type: none"> <li>• Chassis and Blade Servers</li> <li>• Cisco Unified Computing System</li> <li>• Storage solutions</li> <li>• Virtual Servers</li> </ul>                                                                                                                                   |

## Fast Error Detection and Rapid Notification

NEC's Remote Monitoring Services offer a more comprehensive set of critical support capabilities compared to many in-house monitoring tools or other service providers. We can monitor any SNMP-enabled device; provide root-cause isolation; and offer rapid notification in case of any issues. Our average time between issue discovery and customer notification is less than five minutes. This fast response can result in faster resolution, increased productivity and minimized downtime.

## Powerful Tools Speed Problem Resolution

NEC Remote Monitoring offers:

- 24/7 remote monitoring by NEC's Network Operations Center (NOC) toolsets
- Automated escalation and notification of critical alarms
- Performance-level measurement and analysis
- Configuration backup for monitored devices

Our web based portal provides another useful tool for real time issue updates and status reports. We'll make sure you have the information you need about your network when you need it.

## Part of a Portfolio of Service Offerings

NEC offers a wide portfolio of network services to meet any need. In addition to NEC Remote Monitoring Services, we offer NEC Secure and NEC Secure Advantage maintenance as well as Cisco SMARTnet™.

Our most comprehensive offering, NEC Remote Managed Services (RMS), offers all the features of remote monitoring plus incident management, problem management, change management and release management, with different SLA's to meet your business needs. As part of the RMS package, you will also be assigned a team consisting of a Program Manager, a Primary Engineer and a Backup engineer, to work closely with you to fulfill to your needs effectively and efficiently. They will also be responsible in conducting regular conference calls to keep you up to date on any ongoing issues, performance trends, network optimization strategies, technology refresh, product lifecycle etc.

To find out more about NEC's portfolio of monitoring, maintenance, and management services and how our services professionals can assist with your needs, please visit us at [www.necam.com](http://www.necam.com)

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