



*Prevent Costly Communications
Downtime with Proactive Network
Monitoring and Management from NEC*



NEC Remote Managed Services: Removing the Complexities of Communications Network Management

In businesses today, communications downtime is simply not an option. Any disruption, from voice to email to unified communications or data transmission—can cripple employee productivity and cost not only valuable sales, but also customer loyalty. With communications, your very business and competitive standing is on the line. Plus, the enterprise communications infrastructure is comprised of multiple moving parts spread across disparate locations and a multitude of users, making it increasingly difficult to manage. For many enterprises, remote management can help reduce total cost of ownership, increase operational efficiencies, and help IT teams stay focused on other business-critical issues.

Problem

Enterprises are challenged with shrinking IT budgets and staff but continue to be tasked with managing the communications infrastructure to prevent costly outages. The complexities of today's networks add to that challenge, with integrated applications, evolving technologies and multiple devices and geographic locations becoming the norm. Maintaining and staffing a designated team to identify, diagnose and resolve communications disruptions is costly and time consuming.

Solution

NEC Remote Managed Services (RMS) delivers 24x7 monitoring and incident notification across the entire communications infrastructure. This includes the network and wireless devices, servers, applications and IP telephony platforms, as well as configuration management, software release management and trend analysis. In addition, NEC RMS is staffed by a dedicated, centralized support team ready to answer your call in an average of 30 seconds.

Benefits

NEC Remote Managed Services helps make network management costs more predictable—and the IT budget more manageable. Plus, by keeping your network running at optimal levels and freeing your IT teams to focus on other business-critical issues, NEC RMS helps reduce your total cost of ownership. Additionally, with continuous monitoring and automatic notification and escalation, NEC RMS provides assurance that disruptions are resolved quickly and transparently by a managed services provider that thoroughly understands your IT environment.



Simplify and Control Costs of Communications Network Management

Today's communications networks are fraught with challenges, from technology complexities and integrated applications to multi-vendor environments. Today, voice, email, unified messaging directly affects productivity and sales. Unexpected downtime is not an option. And, faced with an ever shrinking IT staff and budget, maintaining an internal team to monitor and manage the communications network is not a cost-effective option.

When it makes sense to outsource communications network management, it's essential to choose a provider who is not only an expert in monitoring and maintaining a complex communications network, but also thoroughly understands your IT environment and challenges. NEC Remote Managed Services takes the complexity out of managing your communications network, with 24/7 monitoring and incident notification across network and wireless devices, servers, applications and IP telephony platforms.

Control IT Costs and Increase Budget Predictability

At best, in an environment in which the communications network is managed in silos, visibility into the infrastructure and the root cause of problems can be difficult, and troubleshooting is a time-consuming series of trial-and-error fixes. Time is wasted, productivity is slashed,

and IT costs become unmanageable. With set costs for network maintenance, NEC RMS helps keep your IT budget predictable—and keeps your high-value IT teams focused on business-critical issues. Plus, by maintaining your network at optimal usage levels and uptime, you can get more out of your existing investments and reduce your total cost of ownership.

Remove the Burden of Communications Network Management

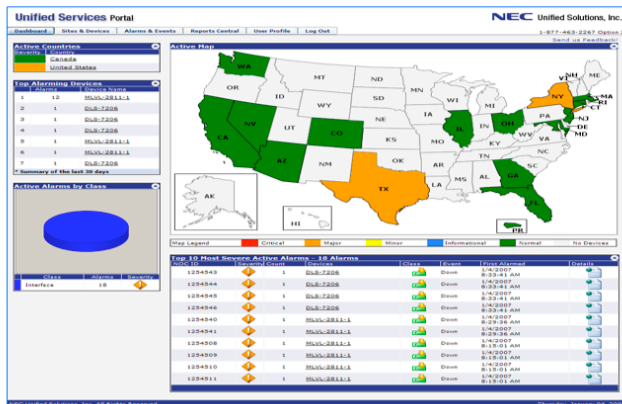
By functioning as an extension of your IT team, NEC RMS offers comprehensive monitoring, management and support services to help enhance service quality and overall uptime while minimizing time-to-resolution. With a full array of monitoring and escalation services, NEC RMS removes the burden of:

- Staying aware of business-impacting disruptions, by taking care of monitoring for availability, performance, voice quality, root cause analysis, event notifications and alarms
- Resolving disruptions quickly, by providing automated notification and escalation

- Documenting configuration changes, by providing configuration backup and management
- The confusions of managing support contracts, by offering contract administration services
- Tracking multiple devices across the enterprise, by providing unified communications and data device discovery

In addition, your network administrators can get a holistic view into the health of your communications network 24/7 by logging on to the Remote Managed Services Customer Portal, so your team can stay abreast of any ongoing or potential incidents, and better understand how the network affects business operations.

Remote Managed Services Customer Portal



The Remote Managed Services Customer Portal simplifies network management with a centralized view of your infrastructure across disparate locations.

Depending on the level of Remote Managed Services you choose, other optional features* include:

An assigned primary and secondary engineer—to maintain thorough knowledge of your environment, with expert insight and further speed resolution.

Escalation management—though 92 percent of incidents do not require escalation, NEC RMS can speed escalation when necessary, including third-party escalation, to heighten response times.

Regular operational and analysis meetings—to thoroughly address any ongoing network challenges or upcoming changes.

An assigned delivery manager—to streamline parts replacements.

Knowledgeable Support from a Provider Who Understands Your Business

It can be frustrating to work with a support service in which your call is fielded to a remote call center – staffed by a third party with no knowledge of your environment. With NEC RMS, your teams always have the assurance of knowing that NEC never outsources your support to a third party. We develop a thorough understanding of your IT environment and unique challenges, so we are always “up to speed” when help is needed.

Speed Problem Resolution

With a communications disruption, employee productivity and customer sales can grind to a halt, and diagnosing and resolving the problem becomes top priority. Yet troubleshooting and testing can be time-consuming and error-prone. Your NEC RMS team is standing by around the clock to assist with any network incidents, with a target response time of 30 seconds, so fast resolution is only a call away. Additionally, NEC RMS

delivers continuous problem identification, resolution and trend analysis to not only help resolve network issues quickly, but also help prevent recurrences.

Avoid Unplanned Outages with Change Management, Root Cause Analysis

Changes in your network, from a new software release to adding a server, are often the source of unnecessary downtime. Your NEC RMS team addresses this challenge by defining change management processes—and, optionally, completely managing software updates, moves, adds and changes—to reduce configuration errors and avoid unplanned outages.

Another common challenge is understanding which alerts are business-impacting and which, in fact, are “false positives.” NEC RMS provides advanced root cause analysis to reduce the time needed to diagnose and resolve network issues—so business-impacting downtime is minimized, and productivity remains unaffected.

Experience Unequaled Customer Support

NEC maintains some of the highest customer satisfaction scores in the industry.

Choose a Trusted Provider That Understands Your Business

NEC Remote Managed Services gives enterprises the assurance that their communications network is proactively monitored and managed 24/7. With a host of incident notification and escalation services, you have the confidence of knowing that communications disruptions are resolved quickly and transparently. This comprehensive service is backed by the vast experience of certified network professionals and thousands of customer engagements around the world—and a trusted provider more than a decade of network monitoring and management experience. When it comes to expertise from a provider who understands your business, NEC is unequalled.

For more information about streamlining and controlling the costs of managing your communications network with NEC Remote Managed Services, visit www.necunified.com/services.

* Service levels vary. Contact your NEC representative for details.

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