



NEC Remote Monitoring Services

What had been a typical day at work just changed as your server has gone down and caused a domino effect throughout your business. Your team goes into crisis mode, and the company vice president is on the phone wondering what's gone wrong. Despite their best efforts, as critical time ticks away, your IT team is trying to determine if the server problem is hardware, software or network related.

Ultimately, you have to get the system operational again fast since it's affecting business productivity. In this case, the server is down due to a failure of the redundant power supply. Unbeknownst to the IT team, the primary power supply had failed—or perhaps became unreliable—six months earlier and should have been immediately replaced. With the unfortunate failure of the backup power supply, the server is not functioning and business is crippled until replacement power supplies can be delivered tomorrow.

Had NEC's remote management team been engaged to help monitor the system, NEC would have detected the failure of the primary power supply and arranged for delivery and installation of a replacement before the failure became apparent. Through the system's design, the backup power supply would have maintained proper operation of the server until the replacement arrived. With the system totally non-operational, the brief period

seems like an eternity as productivity comes to a standstill, and business is lost to the competition.

According to Infonetics Research, an international research and consulting firm specializing in data networking and telecommunications, overall downtime costs an average of 2% to 16% of a company's annual revenue. That's a significant amount of money. Additionally, many organizations are so overloaded with crisis management and reactive problem remediation that there is limited time available for proactive initiatives to optimize network operations and prevent critical outages.



NEC's Remote Management and Monitoring Services (24x7)

Network	Wireless Devices	WAN links	Servers and Storage	Applications
Fault isolation and performance monitoring	Incidence response, notification, and remediation	Configuration backups	Web portal provides real-time visibility for network status	Trending Reports

Essential and Comprehensive Remote Management (24x7)			
Configuration Management (customer requests, software upgrades and system backups)	Trend Analysis and Optimization for recurring issues via monthly conference calls	Dedicated Customer Service Manager to ensure network requirements are met	All of the Essential Remote Monitoring Services

In a world where budgets are tight, NEC offers professional remote management and monitoring services to manage data center network components as a cost-effective solution to meet today's demanding and critical business requirements. As a

natural extension to your own in-house IT team, NEC presents a non-intrusive out-tasking fault configuration and performance management by highly trained NEC, Cisco® and Microsoft® certified engineers twenty-four hours a day, seven days a week.

NEC REMOTE MONITORING SERVICES

Network Monitoring

Monitors availability and performance related to multi-vendor LAN/WAN infrastructure.

- Routers
- Switches
- Gateways

Server Monitoring

Monitors availability and performance of server components.

- Hardware
- Firmware
- Operating system (Windows®, Linux®, Solaris™, Cisco® and others)

Application Monitoring

Monitors availability and performance of networked applications.

- Client-server based applications (Exchange®, SQL, Oracle™, etc.)
- Enterprise messaging
- Integrated voice response, contact centers, video
- IP telephony monitoring for Cisco AVVID architecture
- Telephony for NEAX® and Univerge™ platforms

BENEFITS FOR REMOTE MANAGEMENT SERVICES

Reduce Risk

Time advantage: Managed services industry average for mean time to notify is 15-17 minutes. NEC's average is 5 minutes.

Cost-effective

- Advanced monitoring management at a low-cost through our upfront investment in best-in-class tools
- No additional capital expenditures required
- Operational expenses reduction
- NEC, Cisco and Microsoft certified engineers in our Network Operations Center

NEC is your "Trusted Ally" with specific expertise dealing with third-party incident escalation.

Non-intrusive

- Monitoring via a managed private channel minimizes equipment installed onsite
- Detection and root cause isolation of network problems, and correction to operational status
- Reducing configuration issues through defined change management processes

Reporting

- Performance and availability reports online through Web portal
- Dedicated Customer Service Manager who knows your account

FOR MORE INFORMATION

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