

# NonStop Watch Managed Services

Watching your Operations so you can focus on the Future

IT teams and their infrastructure are stretched thin by multiple, rapidly evolving technology changes. Increasing bandwidth needs, higher-speed connectivity, lower- cost wireless and the bring your own device (BYOD) trend mean IT must find new ways to meet network demands, optimize network performance and remain within budget.

Regardless of your enterprise's size, number of remote sites or global needs, you and your constrained IT staff have to optimize the enterprise's network strategy. To evaluate and implement new options, you may need to supplement staffing services and skills with monitoring, management and reporting that ensure infrastructure availability and accessibility at a reasonable cost.

NonStop Watch Managed Services provide the people, processes and tools necessary to monitor, manage and maintain your enterprise infrastructure 24/7 — specifically WAN, LAN, WLAN and telecom network operations. Backed by best-practice services and state-of-the-art tools, our services include:

- Network Management
- Incident Management
- Configuration Management
- Performance Monitoring
- Change Management
- End User Experience Monitoring

## Empowered

by Industry-leading Management Technologies

To improve network management and free you from expensive capital and internal resource consumption, NonStop Watch leverages industry-leading tools, including: Root cause and impact analysis.

- NonStop Networks is a trusted adviser to help assess your network needs, offer guidance and provide the services to design, build and manage a new network infrastructure that takes advantage of lower cost alternatives.

With NonStop Watch, we monitor optimum network reliability, availability and performance, while you focus on core business objectives. Our services help you:

- Improve utilization and capacity to avoid network congestion.
- Initiate immediate resolution of network issues regardless of problem source.
- Leverage state-of-the-art tools to track and optimize network usage.
- Stay informed with near-real-time status and single-point portal access.
- Engage Network Operations Center (NOC) experts and network engineers to monitor your network infrastructure.
- Improve end-user productivity with a consistent service experience.
- Manage to your unique budget requirements and service level needs.

## MONITOR, MANAGE AND MAINTAIN YOUR NETWORK 24/7

With the people, processes and tools you need to improve network reliability, availability and performance.



## What's Included

- Core Monitoring
  - CPU / Memory
  - Virtualization Monitoring
  - Wireless
  - Routing Alerts
  - Hardware Health
- Alerts
  - Node Up/Down
  - CPU / Memory
  - Packet Loss
  - IOS Changes
  - Reboots
  - Hardware Issues
  - Interface Up/Down
  - Lightweight AP Up/Down
  - Routing Neighbor Changes
  - Disk Space
- Configuration Management
- Web Performance Monitoring
- Linux Application Monitoring

---

## FAQ

- What levels of service do you offer?
  - Bronze - Monitoring Only
  - Silver – Bronze + Technical Support 8x5
  - Gold – Bronze + Technical Support 24x7
- What do you use to monitor our devices?
  - We deploy an agent on your VMWare environment as remote probe. SNMP is used to poll each device.
- What are the Requirements?
  - Equipment must be on UPS.
  - VPN support for AES256 bit encryption.
  - Administrative Access to the Equipment
  - 10M Internet Access
  - Active Maintenance Contract on Monitored Equipment.
- What does the remote probe do?
  - Remote network probes give unprecedented insight into end user application experience. With the ability to monitor wireless, DNS, HTTP, ICMP, Traceroute and more, you will know if there are critical application issues from one site or all sites.

**Learn more about NonStop Networks and our comprehensive services.  
Visit us online at [www.nonstopnetworks.com](http://www.nonstopnetworks.com) or call us at (816) 846-0676.**

---

### About NonStop Networks

NonStop Networks is headquartered in Lees Summit, MO, provides IT managed services, infrastructure solutions, consulting and products to companies from 100 employees to Fortune 500.

For more information, visit [www.nonstopnetworks.com](http://www.nonstopnetworks.com)

©2019 NonStop Network. All rights reserved.



517 SE 2<sup>nd</sup> St  
STE E  
Lees Summit, MO 64063  
(816) 846-0676  
[www.nonstopnetworks.com](http://www.nonstopnetworks.com)