



**Leave Your Laptop Behind**

## Network Fault Management

DataComm's AlertNOC service is a sophisticated fault management and analysis solution that provides real-time alerts, 24 hours a day, allowing you to manage possible interruptions—minimizing downtime and lost revenue while improving customer satisfaction.

### Always at Work?

Can your IT Staff be everywhere, all of the time? Do you know if your most important network resources are operational 24 hours a day – 365 days a year? Are you considering adding IT Staff members to your growing network?

Imagine the advantages of having your most important network resources monitored by DataComm's certified IT Professionals 24 hours a day. Consider your network and business-critical components like File Servers, Routers, Ethernet Switches, IP Telephony Resources, Production Workstations, Image Servers, Web Servers, Mail Servers, ATMs, etc..

### The DataComm Solution

In today's competitive marketplace, organizations like yours are looking for ways to address their long-term technology goals while reducing the costs associated with day-to-day network administration, management, and support.

When you sign up for AlertNOC, a secure connection is made between your organization and DataComm's Network Operations Center (NOC) in Tampa, Florida. Once connected, we build maps of your network and highlight those network-critical resources you need us to monitor. Using our robust network monitoring tools, DataComm will monitor the status of the resources under contract.

### Alarm Management and Isolation

Availability non-response from your critical network devices covered by our AlertNOC Service will cause an alarm, both audible and visual which will prompt a telephone call from our on-duty technician(s) within one (1)

hour, 24-hours a day, 7 days a week, 365 days a year.

To maximize uptime, our Alarm Management System will help us guide your staff to the resources that require the most attention – maybe a server at a branch location, or a WAN connection from your host to a remote office.

### Keeping You Informed

During our normal business hours from 8AM until 6PM Monday through Friday (EST), a certified WAN or LAN engineer will contact your staff to inform them of the availability anomaly. DataComm will require contact information – phone numbers and an email address – so that we can reach your personnel, wherever they are.

The NOC technician on duty will inform your staff of non-response from a specific device (or connection) covered by the AlertNOC Service. Your staff has the option of remedying the issue on its own, or asking us for technical assistance. Any help provided will be charged against your support time (See Investment Selection).

### After Hours Support

Outside of normal business hours from 6PM until 8AM Monday through Friday (EST), plus weekends and holidays, a NOC Night Operator will contact your staff to inform them of the availability anomaly. Should your staff have a problem that requires our engineering support, your staff can contact the NOC during our staffed monitoring hours.

### High-End Technical Support

We can also provide Secondary High-End Technical Support on-demand. Our Remote



**Detect  
Respond  
Resolve**

**From \$295/Mo.**

**ALERTNOC**



Control tools can control Client network resources to help them resolve incidents surrounding the Alarms with little impact on bank personnel.

### Annual Device Trend Analysis

Since we're collecting performance and statistical information from the devices covered for support reasons, AlertNOC includes an annual performance report for your most critical network resources. These reports can include performance and statistical information that covers:

- Server—Memory and CPU Utilization
- Server— Disk Space Utilization
- Router— Memory and CPU Utilization
- Router— WAN Performance Data
- Switch— Memory and CPU Utilization

**For More Information Contact Sales:**

[bboyer@dcninc.com](mailto:bboyer@dcninc.com)

**800.544.4627**

# Technical Specifications

DataComm's customers always feel at ease knowing that certified LAN / WAN systems engineers are "watching over" the vital signs of important network resources when their in-house IT Staff is unable to do so for a variety of reasons—Out Sick, On Vacation, or Working on Another Critical Issue.

For banks, like any other business, downtime reduces revenue. AlertNOC allows your institution to know when and where critical resources are down. This solution also provides added technical expertise to draw from which provides an avenue for your institution to decrease productivity loss and improve customer service.

The AlertNOC service monitors anything IP (File Servers, Application / Mail Servers, WAN Routers and WAN Links, ATM Machines, Ethernet Switches, IP Telephony Resources, Workstations, Etc.). Choose the devices that are most critical in your network environment and see which support program fits your institution best. (See Right) Customized solutions are also available. Contact your Salesperson for pricing or to find out more about how AlertNOC can keep your employees focused on your core business—Banking.

## Support Programs

Level	Description
Bronze	Includes 24x7x365 real-time monitoring of up to eight (8) network devices. Includes notification / problem isolation of failed components. Does not include Support Time or Annual Performance / Statistical Reports.
Silver	Includes 24x7x365 real-time monitoring of up to twelve (12) network devices. Includes notification / problem isolation of failed components. Includes up to four (4) hours per month of Secondary Technical Support for the devices covered. Includes Annual Performance / Statistical Reports with Review.
Gold	Includes 24x7x365 real-time monitoring of up to sixteen (16) network devices. Includes notification / problem isolation of failed components. Includes up to eight (8) hours per month of Secondary Technical Support for the devices covered. Includes Annual Performance / Statistical Reports with Review.

Additional devices can be monitored. Call Sales for more info.

## Server Support

- MS and Novell Server Management Reports
- Centralized / Simultaneous Alarm Management
- Server Optimization through Annual Trend Collection Reports
- Print Queue Alarm Monitoring
- SNMP Alarm Conditions
- Real-time Monitoring for Server Statistics Archived for Annual Report

## Network Analysis

- Traffic Analysis for Annual Report
- Customization of Alarm Thresholds
- Packet Capture and Decode Archived for Annual Report
- Network Segment Alarm Monitoring

## Centralized Management

- Smart Early Warning System through Alarms
- SNMP Support, including MIB Browser, available for on-demand 2nd Tier Technical Support

## Asset Overview

- Auto Discovery of Network Devices
- Discovery of Object Displayed in Maps
- Automatic Inventory of Hardware and Software Archived for Annual Report
- True Network Documentation

## Collaborative Administration

- Secondary High-End Technical Support
- Critical Node Monitoring

## ***FAST FACTS***

- Alarm Monitoring and Client Notification
- Real Time Monitoring and Problem Isolation
- 24 Hour Notification of failed critical components
- Annual Device Trend Analysis and Recommendation
- Secondary High-End Technical Support
- Certified Technicians (Microsoft, Novell, Citrix, Cisco, WatchGuard, ShoreTel)



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