



Vigilant[®]

TWENTY-FOUR 7

Managed Services

Security and peace of mind.

Businesses today rely on network applications more than ever before – and are ever more vulnerable to the lost productivity and profitability that can result from a network outage. Our MNS platform offers real time visibility into WAN connectivity for devices remotely.

Key Benefits:

- Maximizes network availability through 24x7x365 monitoring
- Accelerates problem identification and resolution helping to reduce downtime
- Streamlines data collection and diagnostics
- Provides advanced and predictive analytics for network performance trending and forecasting
- Allows organizations to predict future needs and make better-informed strategic decisions for right-sizing their network environments
- Increases visibility into the entire data center network, providing critical insight to enable proactive, predictive, and transparent network management

Alert Platform

This platform notifies customers of WAN connection issues via email or SMS. When an Internet circuit loses connectivity the system will send out an immediate update to advise our customers of the issue. The Vigilant NOC team will monitor the platform 24/7/365 and advise the designated customer contacts of the outage.

Restore Platform

For customers with this product Access Point takes ownership of monitoring their connection. Once an issue is identified our engineering team will begin troubleshooting the issue, take ownership of proactively opening a ticket with the underlying carrier and driving to resolution. Our customer service team will advise that a trouble ticket has been opened and continue to keep customers updated on status until fixed. The Restore platform will offer the threshold options as well as the portal access to view and pull reporting and connection statistics.

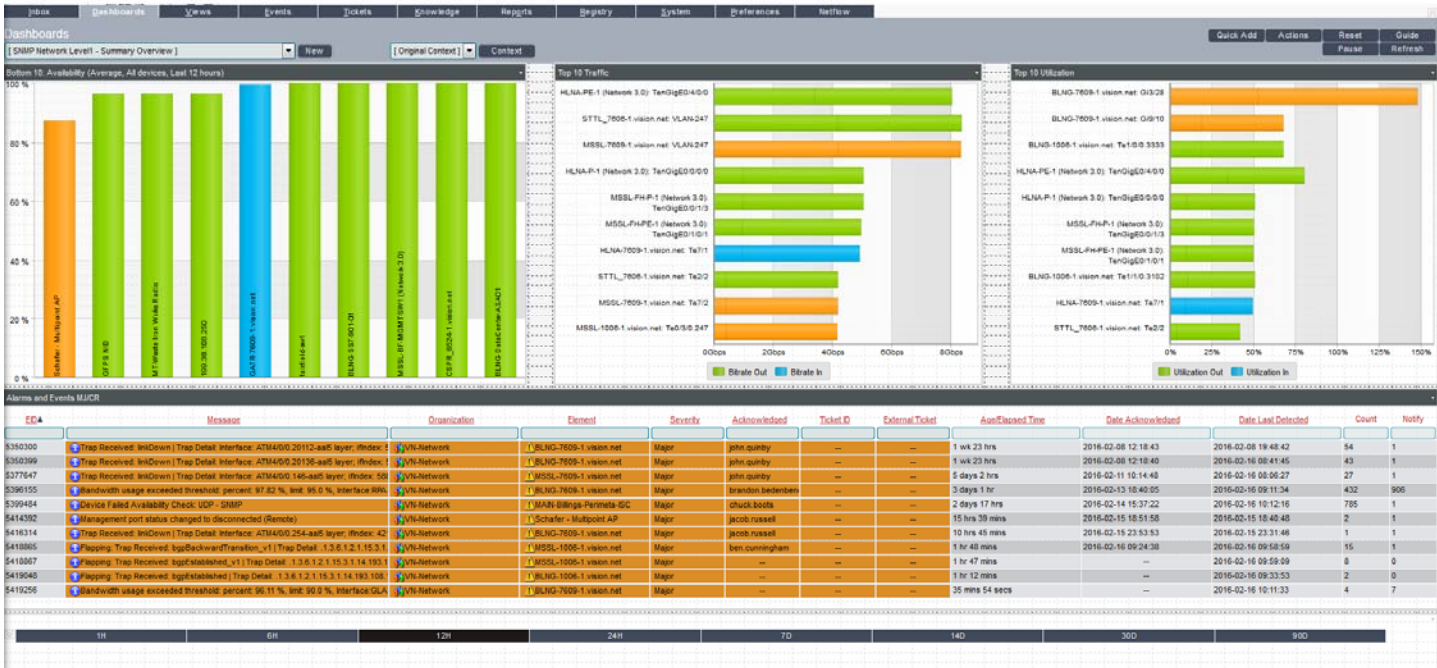
Flexible Reporting

- Report on key networks, systems, storage, or applications parameters
- Convenient user-defined or canned time intervals available
- Report on multiple parameters at the component or service level
- Utilize multiple display formats, including embedded trend analysis for capacity planners

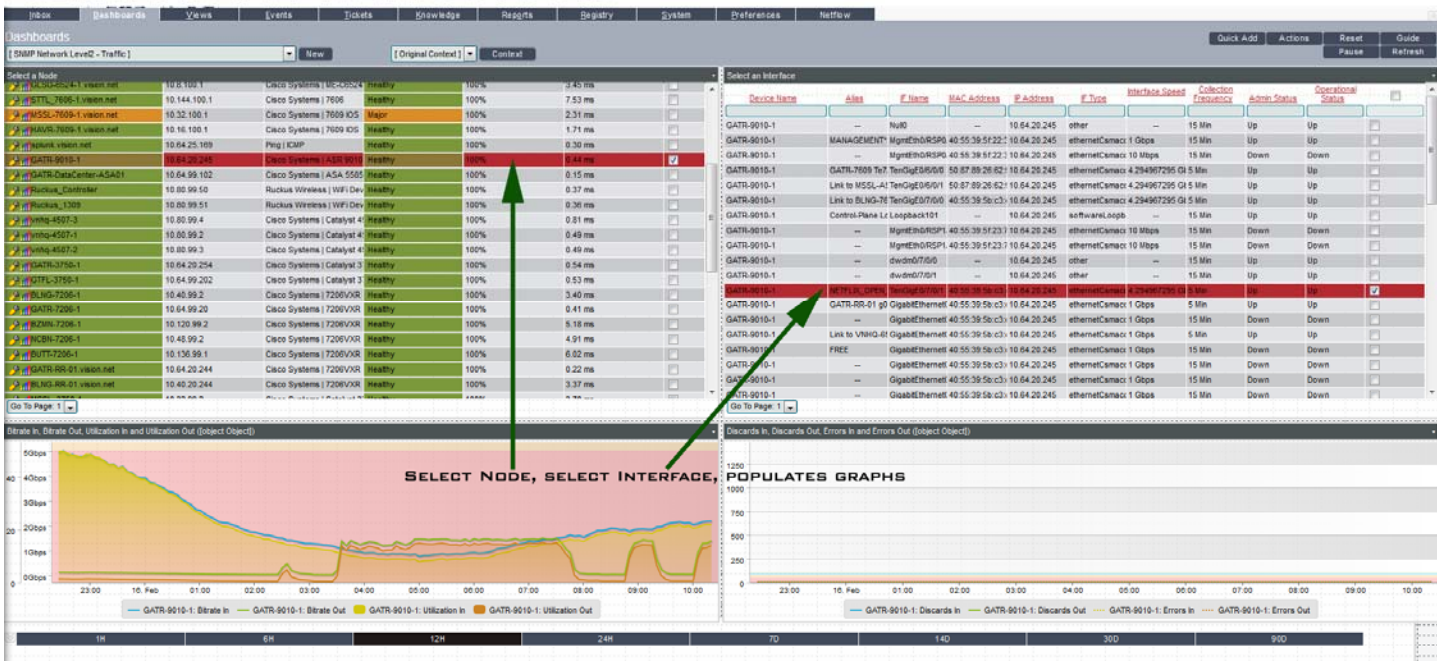
Live Dashboards

- Set up customer dashboards quickly to highlight the specific metrics you want to see
- Link dashboards to IT services, individual elements, or groups
- Visualize all WAN access points, no matter where they reside
- Create service-based reporting to highlight specific metrics you want monitored, and output data in multiple formats
- Expose dashboards to multiple stakeholders with secure partitioned views

OVERVIEW DASHBOARDS



CONTEXTUAL WORKSPACES



FULLY CUSTOMIZABLE ALERT

SOMETHING'S WRONG

Ticketing <tickets@em7-sandbox.vision.net>

To: (No Recipient)
Date: 2/14/2016 5:52 PM

This is an alert from the LAB ScienceLogic, that monitors the production servers. Please investigate the following:

Severity: MAJOR
First Occurred: 2015-09-15 18:01:08 US/Mountain
Last Occurred: 2016-02-14 17:52:04 US/Mountain
Occurrences: 306
Source: Internal
Organization: System
Device: science0

Message: SSL certificate has expired: (expires on: 2015-05-23 15:47:27)

Sent by Automation Action: Email NOC/Admins

View this event at: <http://em7.mydomain.com/em7/index.em7?exec=events&q type=aid&q arg=191098&q sev=1&q sort=0&q oper=0>