



BrightCloud  
Network Management

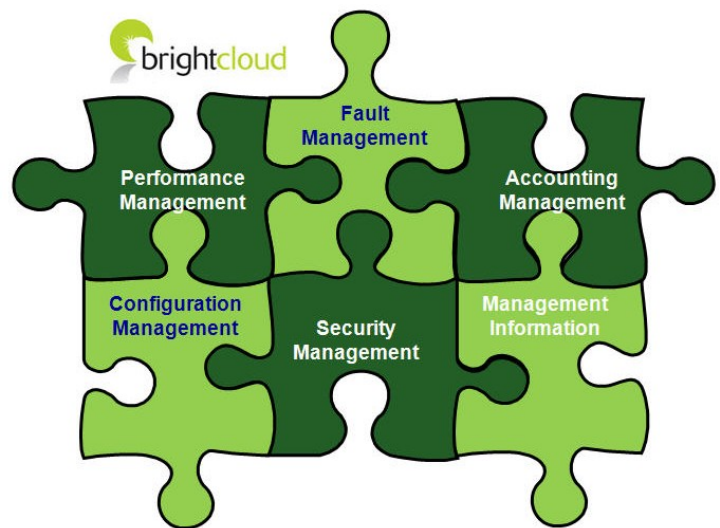
## Network Management

Network management means different things to different people. In some cases, it involves a solitary network consultant monitoring network activity with an outdated protocol analyzer. In other cases, network management involves a distributed database, auto-polling of network devices, and high-end workstations generating real-time graphical views of network topology changes and traffic. In general, network management is a service that employs a variety of tools, applications, and devices to assist human network managers in monitoring and maintaining networks.

The ISO has contributed a great deal to network standardization; Its network management model is the primary means for understanding the major functions of network management systems; the processes which should be employed when managing these functions come from ITIL.

- Performance Management
- Configuration Management
- Accounting – Utilisation management
- Fault Management
- Security Management

As a busy network management team you will know that information regarding the performance, availability and incidents affecting network application delivery are essential. BrightCloud has developed a technical automated facility which has been built from its own managed service solution and software; this provides an indispensable internal management service to IT department heads.



### Network Management deliverables

- Visibility of the network – service map
- Proactive Alerts, early warning system; allowing a prevention rather than cure approach
- Reporting tools; service level management and resource planning
- Network Management; utilization, diagnosis and resolution, availability and resource planning
- Application Management; performance, service level, deployment, capacity planning
- Traffic Analysis
- Escalation and Support

The service is built on the concept that in order to achieve high availability the IT team needs to be as proactive as possible in managing the infrastructure and network; this can only be achieved through implementing technology which will monitor and collate infrastructure performance into information which the IT department can use.

- SNMP alerting and analysis
- Netflow alerting and analysis
- Network Change reports
- Syslog reports
- Packet Capture/Analysis for fault resolution
- Escalation to BrightCloud consultancy and support

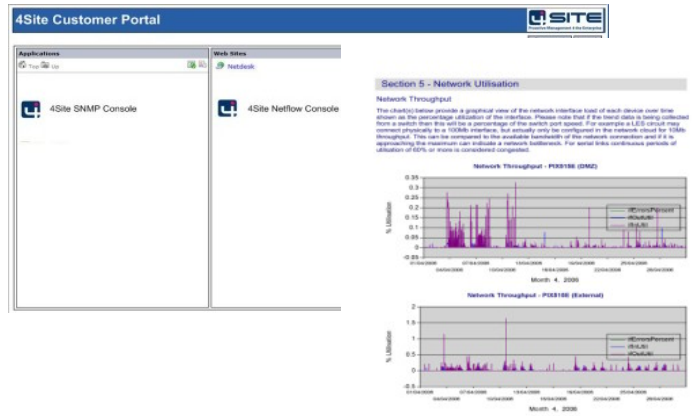
## Custom Alerting and Reporting

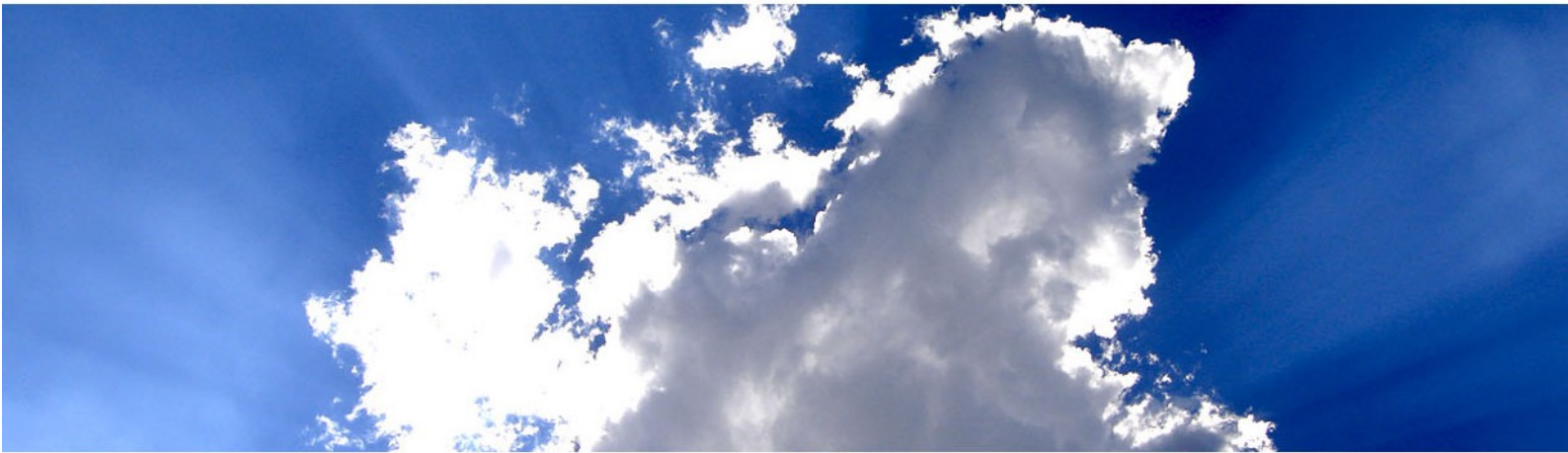
Our custom alerting module allows for alerts to be handled differently depending on item of equipment, time of day, day of week and includes the ability to set alerting “blackout periods” to avoid alerting for scheduled reboots or maintenance window. Alerts can be sent to SMS, Email, Pager, integrated with helpdesk applications or be filtered through our own operations centre where certain tasks can be outsourced to assist your team.

Detailed reports are provided to show response and availability of the network and the flow of traffic across the network. These trend reports can be scheduled weekly or monthly and delivered via e-mail or accessed via the customer portal. Customisation of the reporting is a key element to ensuring that the service is tailored to exact customer requirements.

## Support and Escalation Partnership

BrightCloud supports a range of customers’ networks and is able to provide a support escalation service based on chargeable incidents or more proactively on a support partnership. The support partnership can be linked into the monthly reports, where your team and BrightCloud work together to review the reports and to solve and diagnose ongoing, recurring issues. Included in this level of service, any incidents that are complex can be escalated to the 3rd line support team.





***BrightCloud** is the new brand identity for Services for Business.*

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