



Network Monitoring Service

Engineering Excellence Through Our Managed Service

Service overview

IPTel Solutions are experts in Network Engineering and our ability to provide simplified solutions to complex issues across many types of business and industry.

In modern Managed Services Solutions providing flexible approaches to accommodate ever changing customer needs is crucial.

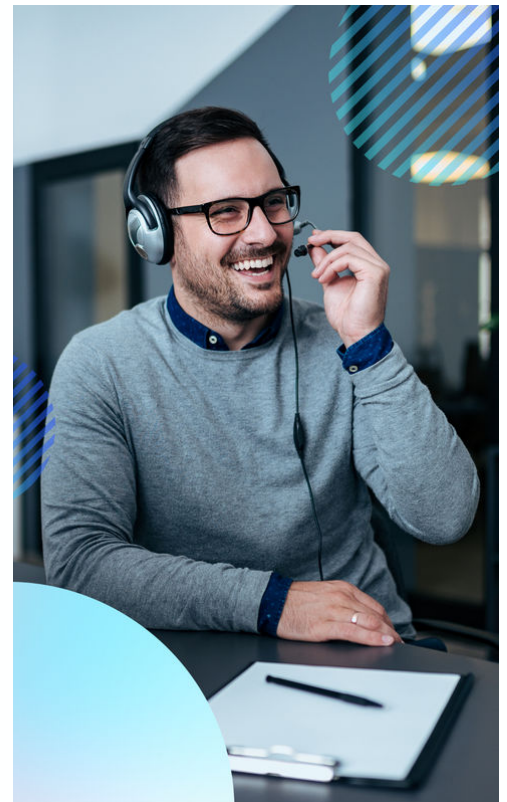
Our Network Monitoring Service is all about providing a specialist NOC Solution for your business, aligning with your existing teams, structure and operational workings, all to provide a packaged service that works for you.

Alert triaging, incident management, out of hours support and on-site support provide you peace of mind you are supported.

Business Benefits

- Your network is being pro-actively monitored by experts
- We work alongside your technical teams to free up valuable internal resources. Agility and flexibility are paramount
- Build for a secure and always-available network with 365 & 24/7 support model.
- Quicker to implement and more scalable to cater for the changing landscape
- Predictable costs that allow you to focus on what matters most to you - your business
- Take advantage of our automated API monitoring capabilities

Reliable and Expert support when you need it



Delivery Method

IPTel implement an augmented approach for our Monitoring Solution. The capabilities are deployed across your network by our specialist teams and designed accordingly to meet the specific needs of your business.

Variables such as device type, site locations and business criticality levels help drive the decision around levels of alerting and baseline thresholds. The Monitoring solution is maintained and managed by IPTel in collaboration with the customer.

Triaging and Troubleshooting are serviced as part of the solution to ensure intelligence is built into alert management. Directing only the required alerting to the correct resource at the correct time boosts efficiency and productivity across your business and avoids unwanted noise.

IPTel Solutions
bring their expertise
of implementing
and supporting
complex network
solutions to the
NOC space.

Network Monitoring Service provides the following support:

Monitoring Management	<ul style="list-style-type: none">• Deployment of monitoring collectors• Management of Monitoring platform• Upgrades and product improvements
Alert Management	<ul style="list-style-type: none">• Creating new Alerts• Configuration and modification of existing Alerts
Triaging and 1st - 3rd line Support	<ul style="list-style-type: none">• 1st line triaging on alerts• Escalation and Alert management to relevant resource
Hand & Feet Deployment	<ul style="list-style-type: none">• Deployment of on-site resource to support hardware issues
Out Of Hours Support	<ul style="list-style-type: none">• Out of Hours Triaging• Co-Ordination of On-Site Support and Incident management

Find Out More

If you are interested to learn more about our Managed Service please contact a member of our Technical Sales Team



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