

# PLEXEON

Your Virtual IT Partner



## Managed LAN and WAN Solutions

- ▶ **Network Management**
- ▶ **Network Monitoring**
- ▶ **On Demand**
- ▶ **Performance Testing and Management**
- ▶ **Reporting**

**Remote Network Management and Monitoring Services** is a family of management solutions offered by Plexeon. The service provides On-Demand visibility into your network infrastructure at anytime and from any location.

The service is designed to manage and protect your network infrastructure 24x7x365 and enable your company to focus on your strategic projects and initiatives.

Plexeon knows that in the face of intensified competition, information overload, and changing customer preferences, your network must be a tool to leverage your business to create a greater competitive advantage. We apply our business experience directly to your points of need. As a result, your network serves as a powerful business tool, allowing you to get closer to your customers, to create greater business value, and to do more with less cost and personnel overhead.

## On Demand Services

Plexeon supports your WANs and LANs whether you are piloting new technologies or embarking on a full-scale corporate network deployment. The “On Demand” business paradigm offers flexibility and responsiveness that improves network performance and rapid resolutions. To help you focus on your business objectives and goals we offer a wide range of network management and monitoring services tailored to your specific needs:

- ▶ Managed LAN
- ▶ Managed WAN
- ▶ Managed VPN and secure remote access for employees, partners and clients

## Managed LAN and WAN

Plexeon provides an unmatched level of network management support. We provide network management and problem detection, isolation, correction, and prevention activities such as:

- ▶ Proactive monitoring of all network elements 24x7x365
- ▶ Network optimization services
- ▶ Customer support interface
- ▶ Technical support
- ▶ Escalation management
- ▶ Change management
- ▶ Pilot processing for new configurations
- ▶ Vendor management
- ▶ Problem, fault, change, and configuration management

## Network Monitoring

We proactively monitor your network 24x7x365 so that outages and delays are minimized or eliminated. Another advantage of our fully managed service is that we monitor and manage the connections and provide reporting that will assist the customer with understanding their utilization and capacity issues:

- ▶ Proactive monitoring of all network elements
- ▶ Performance Optimization
- ▶ Traffic Analysis
- ▶ Status Monitoring and Problem Determination
- ▶ Reporting

## Reporting

To keep you informed of network performance and other critical information, our reporting service includes extensive network and management reports, problem resolutions, and announcements. These reports are issued electronically on a daily, weekly, and monthly basis and provide details about traffic characteristics, network performance, and problem resolution processes. Sample report contents include:

- ▶ Network and device availability (%)
- ▶ Network Delay (latency)
- ▶ Network Reliability (packet delivery)
- ▶ Network and Device Utilization
- ▶ Network and Device Response Time

## Benefits

- ▶ Network Management and Monitoring alert you to network issues and resolutions before they become problems
- ▶ Management Control provides on-demand snapshots of network elements
- ▶ 24x7x365 support frees your staff to improve productivity
- ▶ On-site technicians when required

### Contact Us

1177 High Ridge Road  
Stamford, CT 06905

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[www.plexeon.com](http://www.plexeon.com)

Phone +1 203 321 1283  
Fax +1 203.724.0829