

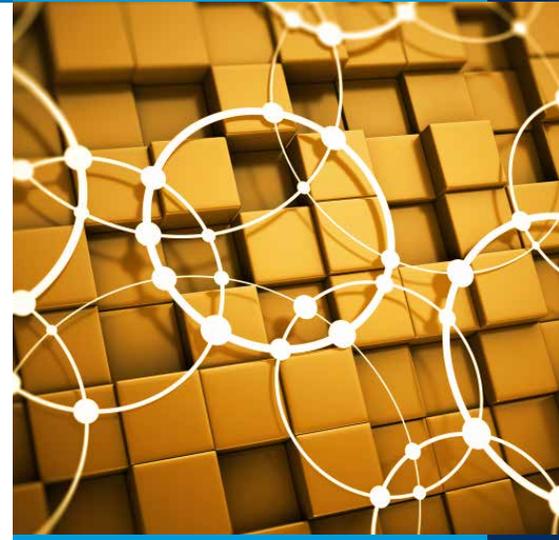
# Managed Network Services

Businesses of all sizes with internal IT departments are in a constant struggle to deliver services that meet their evolving requirements for network agility, stability, security and performance.

As networks continue to grow in scope and evolve in sophistication to meet business needs, IT budgets are being reduced forcing internal IT departments to do more with less. The risk of disruption to the network and overall business increases dramatically.

Recognizing the need for flexible, scalable and cost effective network services that seamlessly deliver service excellence, Acuative is ready to help by offering three levels – Bronze, Silver, and Gold - of our popular managed network solution. All three levels are suitable for businesses of any size.

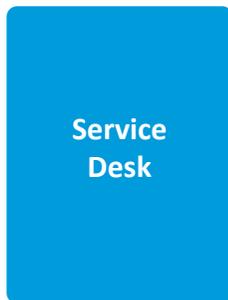
Acuative managed network solutions handle the heavy lifting for monitoring and maintaining network infrastructure while enabling internal IT departments to focus on core business priorities. Our managed network solutions provide easy to use network support with enterprise level service quality and low cost.



## ACUATIVE'S BLUEPRINT FOR NETWORK SERVICE SUCCESS

### ENGAGEMENT CHANNELS

- Phone
- E-mail
- Web
- SMS
- Chat
- Automated Tools



- Manage
- Track
- Notify
- Communicate
- Escalate

#### TIER 1

- Surveillance & Monitoring
- Dispatch

#### TIER 2

- Break/Fix
- Maintenance

#### TIER 3

- Vendor Support
- Engineering

#### FIELD

- Field Support

### PROCESSES

**Resolve Incidents** - Maximize Impact Duration

**Resolve Problems** - Minimize Impact Frequency & Severity

**Fulfill Service Requests** - Maximize Speed and Accuracy

**Implement Changes** - Maximize Agility and Stability

### TOOLS

Tier 0 Automation

ITSM Ticketing

Fault Management

Performance Management

Security Management

BI & Reporting

Cherwell

CA Tool Suite

Tableau

## BRONZE LEVEL PACKAGE SUMMARY

### Basic Network Monitoring + Ticketing Capability

The package provides 24x7 monitoring of network devices for faults and availability from the Acuative Network Operations Services powered by CA Spectrum. It also provides an Acuative hosted ticketing solution, powered by Cherwell, for incident and service request tickets.

#### HOW IT WORKS

1. Acuative NOC personnel monitor managed network devices 24x7 for faults and availability issues.
2. NOC opens incident tickets and log incident details for incidents detected through monitoring.
3. NOC transfers the tickets to the appropriate client teams for diagnosis and resolution.
4. Client teams diagnose and resolve the incidents. Client uses the Acuative hosted ticketing solution for incidents and service requests.

## SILVER LEVEL PACKAGE SUMMARY

### Network monitoring + Incident Management

#### The package provides:

- **Network Monitoring** - Monitoring of managed network devices for faults, availability and bandwidth consumption powered by CA Spectrum.
- **Ticketing** - Logging of network incidents and service requests in an Acuative hosted ticket system powered by Cherwell.
- **Initial Support** - Initial triage and diagnosis of network incidents by the Acuative NOC.
- **Remote Resolution**<sup>1</sup> - Remote resolution of network incidents by the Acuative NOC.
- **Major Incident Management** - Management, tracking, notification, communication and escalation of high priority network incidents by the Acuative NOC Service Desk.

#### HOW IT WORKS

1. Acuative NOC monitors managed network devices 24x7 for faults, availability, and bandwidth issues.
2. NOC opens incident tickets and logs incident details for incidents detected through monitoring.
3. NOC provides initial support of the incidents through defined triage, classification and diagnosis procedures. In some defined cases, the NOC attempts remote resolution of the incident, in other cases the incidents are routed to the appropriate fix agent(s).
4. For a major incident, the NOC Service Desk provides management of the major incident through resolution and closure by providing policy-based enforcement of major incident tracking, notification, communication, and escalation.
5. Client uses the Acuative hosted ticketing system for incident tickets and service request tickets via the web portal. Client obtains monthly reports via the web portal providing summarization and detail of network monitoring activities, incidents and service requests. The reports are interactive with the ability to filter and sort.



<sup>1</sup> Service provided for pre-defined and agreed incident types with method of procedure documentation.

# GOLD LEVEL PACKAGE SUMMARY

## Turnkey Network Monitoring + Management

### The package provides:

- **Network Monitoring** - Monitoring of managed network devices for faults, availability and bandwidth consumption powered by CA Spectrum.
- **Network Health Checks<sup>2</sup>** - Perform ongoing proactive network health checks to identify problems.
- **Ticketing** - Logging of network incidents, problems, changes and service requests in an Acuitive hosted ticket system powered by Cherwell.
- **Initial Support** - Initial triage and diagnosis of network incidents and problems by the Acuitive NOC.
- **Remote Resolution<sup>3</sup>** - Remote resolution of network incidents by the Acuitive NOC.
- **Major Incident Management** - Management, tracking, notification, communication and escalation of high priority network incidents by the Acuitive NOC Service Desk.
- **Change Management<sup>4</sup>** - Including change design, method of procedure (MOP) execution, device configuration and software changes, post change validation.
- **Network Management Business Intelligence** - An Acuitive NOC Network Analyst examines the performance of the network and managed services delivered on a monthly basis to ensure service quality and to identify issues and improvement opportunities.

### HOW IT WORKS

1. Acuitive NOC monitors managed network devices 24x7 for faults, availability, and bandwidth issues.
2. NOC opens incident and problem tickets and log pertinent details for incidents and problems detected through monitoring.
3. NOC provides initial support of the incidents and problems through defined triage, classification and diagnosis procedures. In some defined cases, the NOC attempts remote resolution of the incident; in other cases the incidents are routed to the appropriate fix agent(s).
4. In any case where an Incident is determine to be a major incident, the NOC Service Desk provides management of the major incident through resolution and closure by providing policy-based enforcement of major incident tracking, notification, communication, and escalation.
5. Client uses the Acuitive hosted ticketing system for incident tickets, problem tickets, change tickets and service request tickets via the web portal.
6. Client obtains monthly reports via the web portal providing summarization and detail of network monitoring activities, incidents, problems, changes and service requests. The reports are interactive with the ability to filter and sort.
7. Acuitive NOC Network Analyst examines the performance and capacity of the network and managed services delivered on a monthly basis to ensure service quality and to identify issues and improvement opportunities. The Network Analyst generates a monthly findings and recommendation report and reviews this with the client.
8. Acuitive NOC performs reactive problem management for detected network problems consisting of problem investigation, probable/root cause analysis, identification and development of problem solutions, and problem tracking and notification. The Acuitive NOC performs proactive problem management of the managed network to identify problems through regular execution of component health checks.
9. Acuitive NOC performs change management for device configuration changes and related software updates and patches. The NOC opens and logs Request for Change (RfC) tickets, designs and reviews changes, executes Method of Procedures (MoP) for changes, and performs post change validation tests.

<sup>2</sup> Provided for pre-defined and agreed health check types with method of procedure documentation.

<sup>3</sup> Provided for pre-defined and agreed incident types with method of procedure documentation.

<sup>4</sup> Provided for pre-defined and agreed change types with method of procedure documentation.

## MANAGED NETWORK SERVICE PACKAGE COMPARISON TABLE

Feature		Bronze	Silver	Gold
<b>24x7x365 Service</b>		✓	✓	✓
<b>ITIL® Conformant Processes</b>		✓	✓	✓
<b>Fast, Low Risk Onboarding Process &amp; Methods</b>		✓	✓	✓
<b>Maintain Knowledgebase</b> (Network Documentation, MoPs, & Policies)			✓	✓
<b>Network Monitoring</b>	Fault Monitoring	✓	✓	✓
	Availability Monitoring	✓	✓	✓
	Bandwidth Usage Monitoring		✓	✓
<b>24x7 Service Desk</b>	Standard Engagement (web, email, phone)	✓	✓	✓
<b>Hosted Ticketing System</b>	Web Portal Assess	✓	✓	✓
	Client Partitioned	✓	✓	✓
	Incident Ticketing	✓	✓	✓
	Problem Ticketing			✓
	Change Ticketing			✓
	Service Request Ticketing	✓	✓	✓
<b>Incident Management</b>	Incident Record Creation & Logging	✓	✓	✓
	Initial Support Triage & Fault Isolation		✓	✓
	Incident Tracking / Notification		✓	✓
	Remote Resolution		✓	✓
	Major Incident Management		✓	✓
<b>Problem Management</b>	Problem Record Creation & Logging			✓
	Reactive Problem Management			✓
	Proactive Problem Management			✓
<b>Change Management</b>	Change Record Creation (RFC) & Logging			✓
	Change Design			✓
	Method of Procedure (MoP) Execution			✓
	Device Configuration Changes			✓
	Software Updates and Patches			✓
	Post Change Validation			✓
	Service Request Record Creation & Logging		✓	✓
<b>Request Fulfillment</b>	Service Request Tracking & Notification		✓	✓
	Standard Reports (Static)	✓		
<b>Reporting</b>	Enhanced Reports (Interactive)		✓	✓
	Business Intelligence Analytics			✓

## FORCE MULTIPLIED VALUE

Acuative provides a full portfolio of managed IT services including, IT Service Desk, Engineering Services, Logistics, Staging, Warehousing, Sparing, Field Services. Acuative also provides a variety of service contract solutions with our ValuNet Ultimate services. When used together, our services provide a force multiplier effect that streamlines and enhances service.



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