



### **24/7 Monitoring & Notification**

- > Automatic collection of performance and alert statistics
- > Notification of alerts via email and SMS

### **Fault Desk**

- > 24 hour, 365 fault desk manned by trained networking and security engineers

### **Availability Reporting**

- > Monthly HTML reports providing graphical views of device availability over time
- > Reports can be downloaded in various formats

### **Customer Portal**

- > Secure portal which enables customers to gain access to the call management system, contract schedules, InfoCentre and associated remote monitoring features such as availability statistics, link utilisation reporting and change control

### **Link & Device Reporting**

- > Monthly HTML reports providing graphical views of performance and loading of a defined number of links (in and out traffic), routers or switches over time

### **Change Control and Remote Installs**

- > Provision of engineering resource to undertake remote changes

### **Configuration Backup**

- > Automated backup of Cisco IOS devices
- > Access to downloaded information

### **Remote Network Audit**

- > On-site discovery of inventory details and asset information
- > Maintain information via change control

### **Incident & Problem Management**

- > Provision of fault investigation and technical resolution
- > Notification of alerts via phone within 15 minutes
- > Servo fully owns the task of identifying and resolving network faults

### **Service Provider Management**

- > Servo to coordinate with customer's WAN provider and/or ISP

Servo provides a bundled and packaged network monitoring and management service offer for customers. It is called 'One Stream' and this document clearly and simply defines the features and benefits of the service.

As a result of developments to its existing remote monitoring and management architecture, Servo can now include a range of value added solutions to better manage customer networks.

Having established a secure VPN connection, a whole range of features can be provided, including full 24 hour, 365 day monitoring and alerting of critical components, availability and utilisation reporting, configuration backup and live incident tracking via a secure portal.

### Integrated Network Support - One Stream - Service Options

	Service 100	Service 250	Service 500
Object Limit	100	250	500
VPN Link	✓	✓	✓
Secure Portal	✓	✓	✓
24 x 7 Monitoring & Notification	✓	✓	✓
Fault Desk	✓	✓	✓
Availability Reporting	✓	✓	✓
Links Router/Switch Reporting	✓	✓	✓
Configuration Backup (Cisco)	Additional Cost	✓	✓
Remote Network Audit	Additional Cost	✓	✓
Change Control & Remote IMACS	Additional Cost	✓	✓
Service Provider Management	Additional Cost	Additional Cost	✓
Incident & Problem Management	Additional Cost	Additional Cost	✓

The table above shows what is included in the packaged service options.

#### Object Limit

The object limit is the maximum number of items monitored within the service level agreement. An object is any component that is being monitored directly. e.g. a card within a chassis counts as a single object. Minimum contract values apply.

#### Monthly Report Analysis

Reports will be provided monthly to customers to download. Further analysis of these reports can be provided by the professional services team as an additional service.

#### Defined Service levels for delivery and ongoing support

Customers will benefit from defined service levels which also deliver valuable data that can be then included as part of a continuous improvement service. These levels of service can be relied upon and communicated out to end users, bringing all the benefits of a predictable reliable service. Below are some of the key criteria which are included :

- > Delivery of start of Service 100 and 250: 20 working days from provision of customer information: Service 500: 40 working days from provision of customer information
- > Notification of Fault for Service 250 and 500 by phone: 15 Minutes
- > Hours of Cover: 24 hours a day, 365 days a year
- > Remote IMACS: Minor change: 2 working days, Major change: 5 working days
- > Undertake BTO: 10 Working days

#### Experience

Servo is part of the Phoenix IT Group who is a leading Network Services organisation within the UK. There are in excess of 200 Network Services Engineers with 8 Cisco Certified Internetwork Experts (CCIE's) based in the field or onsite throughout the UK. These Engineers hold certifications in all the major network and security vendor product sets including Cisco, Nortel, Nokia, 3Com, Juniper, Bluecoat and Check Point. Delivering approximately £20M of Network Services and a further £8M in remote managed services. There are currently in excess of 80 managed services customer in a variety of sectors including Finance, Travel, Utilities, Emergency Services, Service Providers, Central and Local Government, Education, Manufacturing, Health Care and Publishing.

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