

# enGARDE Managed Services at a Glance

## enGARDE Managed Services at a Glance

Your business depends on your network's availability, performance and security—and your network is business-critical. With Managed Services from MSN, we can take corrective action before the problem occurs, or before you even notice it.

enGARDE Managed Services brings the MSN NOC, engineering services, advanced network management tools and reporting together into a single product bundle. With our advanced toolset and qualified engineers, we complement your administrative staff, offloading the difficulty of managing the staffing, training, management applications, documentation, reporting, processes and ticketing your day-to-day network operations require.

We leverage our large investment in subject matter experts, NOC services and advanced tools to manage any sized network with the same proficiency we service our biggest customers.

MSN puts continual research into the application and processes needed to support today's constantly changing technology. And in an effort to make the process as simple as possible, we have created enGARDE Managed Services into three main offerings:

- Core network devices are covered with enGARDE Advanced Network Management.
- Circuits are covered with enGARDE Advanced Circuit Management.
- Cisco Unified Communications is covered with enGARDE Advanced UC Management.

So, if you're ready to explore what MSN's enGARDE Managed Services can do for you, call one of our representatives today and learn how we can help you create a highly efficient IT environment that will allow your organization to thrive.



### Key Benefits

- Decrease downtime with active incident response and resolution
- Fewer pains with continued network performance enhancement
- Improved planning with Continual Optimization and MSN analysis
- Compliance with less effort using online reporting
- Access to sophisticated management tools without the investment and maintenance
- Increased employee efficiency with tools to automate and audit
- Increased staff knowledge and experience by leveraging our expertise

Call us today and see what we can do to help you...

800.535.5409

# enGARDE Advanced Circuit Management

## MSN enGARDE Advanced Circuit Management

MSN *enGARDE* Advanced Circuit Management is our complete circuit fault and performance management service. Circuit issues are a help desk burden requiring expertise in network equipment and Telco technologies to troubleshoot, as well as the time and processes to drive issue resolution. MSN offloads this burden from your staff. We document the circuit management information as well as your policies for notification and resolution. *enGARDE* monitors the equipment side for circuit failure or degradation and initiates help desk tickets and carrier tickets without requiring your involvement. We periodically review capacity and performance trends and recommend improvements. This is how *enGARDE* provides enterprise-class circuit management better.



### Advanced NOC and Engineering Services:

- 24x7 monitoring of circuit failures
- Automatic ticketing and notification for priority alerts
- MSN initiates carrier issues, assists with isolation and resolution, and coordinates onsite maintenance with site contacts.
- Primary support engineer assigned to know your business needs and technologies
- Access to MSN subject matter experts for your technologies

### Advanced Management Tools:

- SNMP and ICMP monitoring of circuit termination equipment
- Performance reporting on utilization and errors
- Customized notification and workflows for your policy

### Continual Optimization:

- Semi-annual scheduled review
- Top issues reports
- Circuit performance and error trend reports
- Circuit inventory documentation
- Engineering analysis and recommendations

### Architecture

*enGARDE* Advanced Circuit Management utilizes the *enGARDE* network management platform to monitor the routers or managed CSU/DSU that terminate circuits. The SaaS architecture includes an onsite data collection agent to collect accurate local metrics, log activity and events. Data is encrypted and forwarded to a central server in the *enGARDE* data center for long-term reporting and monitoring by MSN staff. Our central server integrates in real-time with MSN's NOC, help desk and reporting to complete the *enGARDE* architecture.

### Purchasing

*enGARDE* Advanced Circuit Management is purchased as an annual subscription by device. Multi-year discounting is available.

So, call us today to see how we can help ensure your circuits are the least of your worries.



**Making sure your circuits don't slow you down...**

# enGARDE Advanced UC Management

## MSN enGARDE Advanced UC Management

enGARDE Advanced Unified Communications Management is our complete managed service for operating your Cisco voice network without taking away your control. We manage your CallManager, Unity and IPCC Express applications using Cisco technology and our Cisco-certified experts. We integrate our help desk and ticketing, reporting, and fault and performance tools. Your staff has experts to call on for operational issues. The advanced network management capabilities are included, not extra cost options. This is how enGARDE provides enterprise-class voice operations at a lower cost.



### Advanced NOC and Engineering Services:

- 24x7 monitoring of alerts
- Automatic ticketing and notification for priority alerts
- Primary support engineer assigned to know your business needs and technologies
- Access to MSN subject matter experts for your technologies

### Advanced Management Tools:

- Cisco voice application monitoring, customized and dedicated for you
- Voice quality monitoring
- Real-time alerting and notification
- Physical topology and service-level views
- Voice issue isolation
- Voice inventory reporting
- Integration with enGARDE network management and help desk

### Continual Optimization:

- Semi-annual scheduled review
- Top issues reports
- Performance trend reports
- Engineering analysis and recommendations

### Architecture

The UC management architecture uses Cisco voice monitoring local and dedicated to your environment. The application resides on an MSN-managed appliance with integrated network management agents to collect accurate local metrics, log activity, and events. Data is encrypted and forwarded to a central server in the enGARDE data center for long-term reporting and monitoring by MSN staff. Our central server integrates in real-time with MSN's NOC, help desk and reporting to complete the enGARDE solution.

### Purchasing

MSN's enGARDE Advanced UC Management is purchased as an annual subscription by device and licensed UC user. Multi-year discounting is available.

So, contact us today to see how we can start helping you with your Cisco UC management.



**Unified Communications are our business.**

# enGARDE Advanced Network Management

## MSN enGARDE Advanced Network Management

MSN enGARDE Advanced Network Management is our complete managed service to operate your core routing and switching network without taking away your control. We manage to your policies and give you access to the applications and reports. The advanced network management capabilities are included at no extra cost. This is how enGARDE operates enterprise-class network operations better.



### Advanced NOC and Engineering Services:

- 24x7 monitoring of alerts
- Automatic ticketing and notification for priority alerts
- Primary support engineer assigned to know your business needs and technologies
- Access to MSN subject matter experts for your technologies

### Advanced Management Tools:

- Fault and Performance management for networks, systems and applications
- Policy-based device management
- Inventory reporting
- Cisco configuration archive
- Lifecycle management
- Cisco SMARTnet maintenance reporting
- Cisco compliance auditing included
- Cisco audit logging
- Monitor any SNMP, WMI, or ICMP device, plus many additional capabilities

### Continual Optimization:

- Semi-annual scheduled review
- Top issues reports
- Performance trend reports
- Cisco inventory, lifecycle, security advisories
- Compliance or custom policy reports
- Engineering analysis and recommendations

### Architecture

The SaaS architecture includes an onsite data collection agent to collect accurate local metrics, log activity and events. Data is encrypted and forwarded to a central server in the enGARDE data center for long-term reporting and monitoring by MSN staff. Customer-specific solutions can be integrated for a single view of alerts. Our central server integrates in real-time with MSN's NOC, help desk and reporting to complete the enGARDE solution.

### Purchasing

The enGARDE Advanced Network Management is purchased as an annual subscription by device. Multi-year discounting is available.

So, contact us today to see how we can help you with your network management.



Your Network's Health is Our #1 Priority...