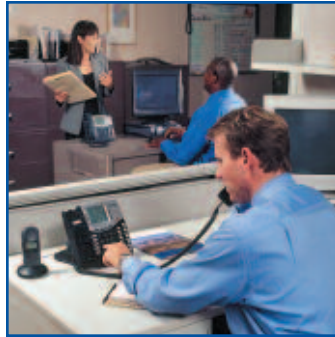




# INOC 24/7/365 Network Management





## Intelligent Network Operations Center (INOC) Packages

Feature	INOC Basic Network Management Services	INOC Enhanced Network Management Services	INOC Multimedia Network Management Services
24X7 Web Portal Access	X	X	X
Online Network Inventory Tool	X	X	X
Real Time Performance Statistics	X	X	X
Historical Performance Statistics	X	X	X
Automated Outage and Alarm Notification to NOC	X	X	X
Back Up Outage and Alarm NOC Notification	X	X	X
Inbound Bandwidth Utilization	X	X	X
Outbound Bandwidth Utilization	X	X	X
Latency	X	X	X
Reachability	X	X	X
Router Memory Status		X	X
Router Processor Utilization		X	X
Interface Resets		X	X
Input Errors			X
Input Drops			X
CRCs			X
Frames			X
Overruns			X
Aborts			X
Output Errors			X
Output Drops			X
Collissions			X
<b>Jitter</b>			
Jitter Max Of Negatvies DS			X
Jitter Max Of Negatvies SD			X
Jitter Max Of Positives DS			X
Jitter Max Of Positives SD			X
<b>Class Of Service A</b>			
Queue Bit Rate			X
Queue Drop Bit Rate			X
<b>Class Of Service B</b>			
Queue Bit Rate			X
Queue Drop Bit Rate			X
<b>Class of Service C</b>			
Queue Bite Rate			X
Queue Drop Bit Rate			X
<b>Class Of Service D</b>			
Queue Bit Rate			X
Queue Drop Bit Rate			X
<b>Class Of Service E</b>			
Queue Bit Rate			X
Queue Drop Bit Rate			X
<b>Class Of Service F</b>			
Queue Bit Rate			X
Queue Drop Bit Rate			X
Automated Reporting Capability*			X
Up to 30 Total Elements Monitored			X
30 or Free Guarantee		X	X

**INOC Basic Network Management Services is included at no additional monthly cost with NetSolutions Managed Internet Access Service and Managed MPLS Services**

\*Future release \*\*Requires Enhanced or Multimedia Class Service

# Your Portal to 24/7/365 Proactive Network Management, Monitoring and Reporting



The Intelligent Network Operations Center (INOC) is the powerful Web-based portal that NetSolutions® provides customers subscribing to our 24/7/365 Network Monitoring and Management Services. INOC delivers powerful network tools and allows the NetSolutions Service Management Center to monitor customer networks 24 hours a day, 7 day a week, 365 days a year to maximize uptime and proactively troubleshoot potential impediments to maximizing utilization of your enterprise communications network and the associated applications.





## Features Packaged for Your Needs

INOC is available in three configurations providing the desired features to meet any level of organizational needs:

- The **Basic** INOC service provides network-based metrics that track baseline network performance statistics, basic reporting and proactive management from the NetSolutions SMC center.
- The **Enhanced** INOC service level provides all the features of the Basic INOC and additional key customer edge router monitoring statistics, including processor utilization and memory status.
- The INOC **Multimedia** edition is especially designed for converged MPLS networks delivering voice and video applications along with other interactive applications. The Multimedia edition provides key jitter, latency and queue bit rate performance metrics by class of service along with other key indicators to analyze and enhance your network and application performance.



In addition to the advanced network management tools, the Enhanced and Multimedia Editions of the INOC service come with NetSolutions “30 or Free” guarantee to provide maximum peace of mind to end users. The “30 or Free” guarantee means that if the NetSolutions Service Management Center does not proactively respond to any red alarmed network outage within 30 minutes of the alarm registering with INOC and attempt to reach the named contact for that facility, that month’s fee for the INOC service at that location will be waived.

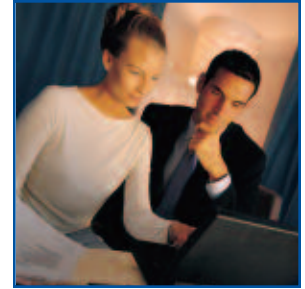
Another key feature of all of the INOC service levels is the customized Web portal where each customer can view the real-time and historical performance of the associated network sites. INOC customers have their entire network depicted through an easy-to-use graphical user interface representing a quick summary of your current network status along with historical performance metrics. The simple, color-designated graphic quickly notates any time a performance, delivery or connectivity issue threshold is reached. Based on the graphical representation, a user may double-click on the image to learn details behind the visual alarm. In addition, INOC records a log of Status Alerts, when they are triggered and acknowledged, and by which user within the organization.





## Benefits of INOC Network Management:

- **Awareness** – Alarm notification, logs and threshold adjustment
- **Information** – Historical reporting by day, week, month & year
- **Ease of Use** – Color of status map changes instantly if an alarm is triggered, providing quick recognition of an issue
- **Timeliness** – Site outage map with a quick summary of network health
- **Availability** – Access via Web from any location with Internet access
- **Customizable** – Assign different read, write or view-only profiles with each user name
- **Future Proof** – Recognize key utilization metrics across the network and routers to assist with future resource planning and deployment
- **Proactive** – SMC Management Center is notified of alarms and responds 24/7/365
- **Automated** – INOC automatically polls and collects valuable network data without user intervention
- **Advanced** – INOC Multimedia version provides comprehensive metrics across all classes of service to optimize network and application performance
- **Guaranteed** – The Enhanced and Multimedia editions of INOC come with the NetSolutions 30 or Free guarantee to provide guaranteed peace of mind



## Your Own Network Operations Center

Included with the affordable monthly fee for INOC services is the 24/7/365 management and monitoring of your network by the Network Operations Center. Trained network technicians monitor your network around-the-clock in order to provide real-time troubleshooting and proactive problem resolution. They will also notify your designated contacts to keep you informed of network events as soon as the information becomes available. In addition, our online network inventory tool allows you to access important information regarding network configuration, installation dates and service inventories in order to have historical benchmarks for reference purposes.

The standard INOC service extends to monitoring of the network services and various components associated with your enterprise connectivity. Additional data points and Local Area Network (LAN) monitoring options are available at additional monthly cost. Combined with NetSolutions tier one, carrier-neutral bandwidth solutions, INOC provides the highest degree of peace of mind along with comprehensive data and support, allowing your company to successfully outsource this critical component of Network Management.

*In today's real-time 100% up-time business information technology environment, INOC from NetSolutions is the network insurance policy to ensure your critical computing and key network connectivity components, to exceed performance expectations and to help maximize employee productivity and financial resources.*

**Call today for a FREE Voice and Data Network Analysis.  
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Some features or applications mentioned may require a future release and are not available in the initial release. Future product features and applications are subject to availability and cost. Specifications are subject to change without notice. Some features may require additional hardware and/or specific software. © Copyright 2007 Inter-Tel, Incorporated. All products and services mentioned are the trademarks, service marks, registered marks or registered service marks of their respective owners.

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