

# NetCare - Telindus Network Support

## Keeping your business running each day, every day.

The Telindus NetCare portfolio is a suite of services aimed at maximising the availability and performance of our clients' networks. NetCare is provided as a set of flexible set of Core, Advanced and Managed service modules which can be combined to provide the optimum level of support according to individual customer needs.

## NetCare Managed Services



NetCare Managed Services complement our Core and Advanced Services portfolios and add further value through proactive network and application monitoring and management. These are described below and overleaf.

### Remote Monitoring & Management

For larger support estates, or where advanced services are a customer requirement, Telindus will deploy and utilise its Remote Network Monitoring & Management platform, known as RMM. The RMM platform, utilising an appliance deployed on the customer's network, and connected to the Telindus UK SMC, allows Telindus to monitor device availability 24x7 and thus provide an enhanced service in the event of equipment or service failure. Utilised in conjunction with the Remote Diagnostics service, the platform acts as a concentration point for connection to the customer network for troubleshooting and diagnostic activities.

The RMM platform is also an enabler for a number of optional proactive services including:

- Availability Monitoring & Reporting
- Network Performance Reporting
- Configuration Backup
- Threshold Management and Reporting
- Port Capacity Management and Reporting

The platform also facilitates the presentation of service specific dashboards giving customers a simplified view of the operational state of complex services dependant upon many systems.

### Customer Specific Managed Services

To complement our standard "out of the box" services Telindus can also offer a range of customer specific managed services to cater for specific circumstances. These services can be as simple as the addition of a Minor Service Request (MSR) mechanism to handle routine remote configuration changes to devices under support to a complete, tailored, managed service developed to a customer specification (E.g. a full end-to-end Managed LAN/WAN service)

### Application Performance Management

Application Performance Management is provided by a complementary, set of products and services that ensure that customer applications are performing in accordance with business needs.

At the core of APM lies the Telindus APM Managed Service which is a full end-to-end service encompassing consultancy, design, implementation, operation and change control of a comprehensive application optimisation and control system. Where appropriate this managed service can be augmented or even replaced by specific application acceleration technology (referred to as APM Technology) according to customer needs.

APM ensures quality of service for users of key applications and optimises the use of limited and valuable wide area connectivity. It prevents that 9.00am 'traffic jam' when everyone logs on and momentarily overwhelms links and stops 'that huge FTP download' from slowing down the whole network. It provides feedback on a monthly basis on the user and site experiences with recommendations to enhance application quality.

It provides a system-wide policy with separate LAN & WAN profiles, all managed from a central system.

It ensures that the performance of business critical applications is maximised without compromising other user sessions. The allocation of bandwidth per application per user session allows a fully flexible performance policy to be defined and enforced.

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Telindus NetCare Services	Service Bundle	Remote Support			Remote Support and Advance Replacement Hardware					Remote Support, On-Site Support and Advance Replacement Hardware					
	Coverage Period*	8x5 Mon-Fri 09:00-17:30	12x5 Mon-Fri 07:00-19:00	24x7 Mon-Sun 00:00-24:00	8x5 Mon-Fri 09:00-17:30		12x5 Mon-Fri 07:00-19:00	24x7 Mon-Sun 00:00-24:00		8x5 Mon-Fri 09:00-17:30		12x5 Mon-Fri 07:00-19:00	24x7 Mon-Sun 00:00-24:00		
	Response Time*	Acknowledgement time: 1 Hr**			NBD	4 Hrs	4 Hrs	4 Hrs	2 Hrs	NBD	4 Hrs	4 Hrs	4 Hrs	2 Hrs	4 Hrs TSR
<b>Core Services</b>															
Service Management Centre	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Remote Technical Support	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Parts Replacement	●	●	●	●	●	●	●	●	○	●	●	●	●	○	○
On-Site Technical Support	●	●	●	●	●	●	●	●	●	●	●	●	●	○	○
Vendor Warranty Services	①	①	①	①	①	①	①	①	①	①	①	①	①	①	①
Vendor Web Access	①	①	①	①	①	①	①	①	①	①	①	①	①	①	①
Software Updates	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
<b>Advanced Services</b>															
Remote Diagnostics	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Service Management	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Customer Specific Advanced Services	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
<b>Managed Services</b>															
Remote Monitoring and Management	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Application Performance Management	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Customer Specific Managed Services	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Telindus Support Services are layered and each higher level of support includes the standard services of the lower layers															
① Standard Component subject to availability from Vendor								NBD = Next Business Day.							
● Standard Component								TSR = To Service Restoration.							
○ Optional Component - check availability								* Applicable to Priority 1 Incidents							
** Other options are available subject to contract															