

Compunite Network Monitoring services are completely customizable to fit your needs. Pick the devices you want monitored, then simply drop them in to the plan you want!

BRONZE



Bronze Network Monitoring is recommended for firewalls, managed switches, managed hubs, routers, network scanners, critical print servers, and similar devices. This is a simple device oriented up/down monitoring service.

- 24x7x365 automated device availability monitoring
- Alerting performed via email to client-designated email address
- 15 minute notification SLA for device availability
- On-demand reporting via web based monitoring portal
- Real-time site status dashboard via web based monitoring portal

SILVER



Silver Network Monitoring is available for Windows Servers and critical workstations such as EDI devices, document management devices, network auditing and user management consoles, and critical infrastructure components. This is a more complex service capable of monitoring devices, services, and SNMP and/or WMI performance counter based hardware health reports.

- 24x7x365 automated service monitoring of device availability, network service availability, website availability, and basic hardware health*
- Alerting performed via email to client-designated email address
- 15 minute notification SLA for service outage, equipment failure or alarm condition
- On-demand reporting via web based monitoring portal
- Real-time site status dashboard via web based monitoring portal

GOLD



Gold Network Monitoring is recommended for critical network infrastructure components, Windows servers and Windows workstations in mission critical roles, publically accessible servers and workstations requiring up-to-date patch management for threat mitigation, and for devices in which standard maintenance may present unnecessary burden for internal IT staff.

- 24x7x365 automated service monitoring of device availability, network service availability, and hardware health*
- Alerting performed via email to client designated escalation contacts, optional alerting via telephone for 'hard down' system or service outages may be selected.
- On-demand reporting via web based monitoring portal
- Real-time site status dashboard via web based monitoring portal
- 15 minute notification SLA for service outage, equipment failure or alarm condition
- Backup verification**
- Critical and security update related patch management of Windows based servers and desktops with standardized maintenance window. ***
- Each Gold monitored device is eligible for up to 2 hours per month of remedial technical service provided by certified engineers via remote access to the device(s) in question from our New Jersey NOC. Administrative RDP access or shadow session initiated by administrative user required. Support is limited to servers, network equipment and designated workstations.

Requirements:

Each site to be monitored will require an onsite service management appliance, which becomes the property of the client site. A one time setup fee applies which covers the cost of the appliance, shipment of the appliance, monitoring software licensing, and initial remote configuration by a support engineer.

Devices to be monitored must have a valid IP address accessible from the internal network which the appliance resides upon.

IP accessible devices and services which can be monitored include, but are not limited to: web sites, SMTP and POP services, routers, switches, firewalls, hubs, print servers, copiers, scanners, workstations, servers, security cameras, premise alarms, and entry access control devices.

* Hardware health monitoring is limited to drive space monitoring, processor usage, memory usage, and hardware items for which SNMP MIBs for your equipment exist. If the product is not currently in our alerting template archives, a one-time custom monitoring template development fee may apply.

**Backup verification is limited to backup schemas which provide the ability to query backup system health via WMI or SNMP and is limited to functionality of said services, not integrity of data backup set. If the product is not currently in our archives, a one time custom monitoring template development fee may apply.

***Gold service clients are provided optional critical and security related desktop patch management service at no extra fee for an unlimited number of desktops, however there is no support for desktops or for the result of patch bugs or failure to desktops. Service pack rollout to desktops and/or servers is available upon request, at no additional fee.