# EnTelegent

## MNS | Managed Network Services

EnTelegent provides 24 x 7 Remote NOC Monitoring Services to help you identify issues before they become service impacting. Whether your pain point is Telecom, WAN, LAN, Desktop or End User management and support, there is an EnTelegent solution that meets your needs.

Telecom Management
- Service Asset Inventory
- Consolidated Provider Invoice/Bill Pay
- Centralized Service Desk

WAN Management
- Circuit & Router Monitoring
- 24x7 Proactive Management
- Response and Resolution

LAN Management
- Local Area Network Monitoring
- 24x7 Proactive Management
- Response and Resolution

Desktop Management
- 24x7 Remote End User Support
- User Authentication
- Support Escalation

## NOC Monitoring Services

EnTelegent can install a network monitoring probe based on requested options. The price of the probe will be determined based on specific customer requirements.

Managed Monitoring Server Deployment
- Pre-configuration of Server
- Installation of software and licensing
- On-site Installation of hardware
- Deployment of monitoring configuration
- Integration with EnTelegent NOC

24 x 7 Remote Monitoring - Network Operations Center will remotely monitor each site on service provider network. The center will actively watch, respond and work through process and procedure to resolve the following items:

- **Network Devices**
  - CPU, Memory and Environmentals
  - Port utilization, activity and up/down status
- **Servers**
  - CPU, Memory, Disk Space and Available Environmentals
  - Operating System
  - SNMP Measurable Applications Statistics
  - Citrix or VMWare Status

Response and Resolution - Network Operations center will respond to monitoring alarms according to the following procedures:

- **Acknowledge alarm** - verify site power, create ticket, alert local staff of issue.
- **Diagnose Issue** - remotely check Telco, network or server equipment for functionality.
- **Escalate** - engage Telco or site resources to resolve problem.
- **Resolve** - ensure restoration of service, contact site personnel, monitor issue for 24 hours, close ticket.

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## End User Help Desk

24 x 7 Remote Support - Help Desk will accept calls from end users 24 x 7. Technicians will make every attempt to help resolve end user issues in the following areas:

Diagnose, Troubleshoot and Resolve –

- End User PC and Device Issues
- Network Connectivity Issues
- Internet Connectivity Issues
- PBX and Phone Issues
- Printer Driver and Connectivity Issues
- Existing Anti-Virus Software Issues
- Common OS and User Applications
  - Microsoft Office, OpenOffice, Google Apps
  - Email client software
  - Windows XP, 7, 8, Mac OS X

User Authentication - Help Desk will provide authentication support for Active Directory, Radius or LDAP authentication mechanism for the company. Help Desk must be granted administrative rights to corporate user authentication system.

- User add or delete
- Password change or reset
- Password policy enforcement

Support Escalation - Issues pertaining to the following conditions will be logged and escalated to the appropriate agreed upon support source. The NOC Help Desk can continue to manage the customer support request to completion following escalations.

- Issues outside of the support scope of this agreement
- Issues that cannot be resolved remotely by NOC
- Hardware or device issues that require on-site intervention or replacement
- Issues handled internally by the Customer or externally vendor/carrier
- Specialized End User application issues

## Engineering Support Services

Customer will need occasional Network Engineering Support to help cover when key network staff are travelling or out of reach of a computer. Network Engineering Staff will have appropriate remote access to Customer network.

- Up to 10 hours per month of remote Network Engineering Services
- Moves, adds and changes
- Requested configuration changes for Cisco network
- Limited After-hours Remote On-call Network Engineering Support [1]
- Vendor and Carrier Escalation when necessary

When possible, we request that a ticket be opened 24 hours in advance with the engineering request. It is understood that circumstances may require more immediate assistance. The customer team will be given access to the engineering support email and 24 x 7 Emergency Escalation number to engage resources.

Connectivity | Service | Equipment | Management | Support

[1] It is assumed that most requests will take place during normal operating hours. After-hours requests should be limited to emergency requests, when possible. Customer may elect to enable SP-ENG-EMER services at any time during the contract term. Tickets will be created for all requests.