



REMOTE MONITORING HIGHLIGHTS

- Lower costs while providing easy access to technical and hardware support
- 24x7 network device monitoring and Help Desk
- Maximize network reliability by using single point of contact for issue resolution
- Day-to-day network operations are managed – allowing customers to focus on core business
- Complete network monitoring and fault isolation

Remote Monitoring

Critigen Remote Monitoring services provide on-going management of networks crucial to business activities, as well as provide a high level of detailed network and device monitoring to assist in proactive alert, capture and response to issues before they become problems.

The firm's Remote Monitoring services improve network availability, reduce fixed and operating costs and provide measured assistance for day-to-day operations. The services are scalable from 5 users to more than 50,000 – providing a solution to fit any size organization and allow proper room for growth.

Critigen Remote Monitoring services focus on the whole IT solution, giving an inclusive picture of the network, servers and applications, improving accountability and responsibility of network operations. Critigen maintains remote monitoring of network devices using Simple Network Management Protocol (SNMP) which captures events, network utilization data, environmental statistics and a baseline of operating conditions.

Critigen also utilizes an Online Network Monitoring System to provide remote access via an Internet-enabled enterprise network management system that provides real-time reporting status of all monitored devices and network systems.

Critigen Web-enabled trouble ticket system provides secure access to trouble tickets that include detailed information related to specific events. In addition, the service provides centralized tracking for information on all events providing detailed status to all those involved.

FEATURES

Network Monitoring

- Network equipment surveillance to identify system operation deficiencies
- 24x7 monitoring utilizing commercial and customized tools including IBM Tivoli, Netcool, CiscoWorks, Compaq Insight Manager, Net Sniffer, Cascadeview, Microsoft SMS and NAGIOS

Remote Monitoring of Network Devices

- Simple Network Management Protocol (SNMP) capable devices
- Performance and error statistics
- Utilization of available bandwidth and protocol analysis

Network Fault Management

- Mechanism to respond to network events that affect normal operation

Management Reports

- Monthly reporting tracking network trends, availability, mean-time to resolution and errors

Performance Monitoring

- Critigen works to establish a network operational baseline, determining monitor threshold levels and collecting the necessary performance data for system operation

LET US KNOW. WE CAN HELP.

What are your barriers to modernizing critical infrastructure?

Visit us at critigen.com or call +1 303.706.0990.

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