

Network Management

If you're selling network solutions (whether best-effort or dedicated), Network Management is a great solution for you to offer. It's a managed service that gives your customer more resiliency and insight when it comes to their actual network and how it is performing.

Network Management Services offer:

Real time alerts

Real time status alerts notify your customer of network activity and any items that need to be remediated.

Performance Analysis

Customers receive 'scores' on their network and details on its performance.

Automated discovery of IP devices

When adding new devices to a network, this management platform will automatically discover devices and what needs to be done in terms of setup.

Active or Passive Remediation

Customer can decide if they prefer to have the provider take immediate action or request for the provider to handle remediations.

- > Active - On behalf of the customer, provider takes immediate action
- > Passive - Wait for the customer to request action

Agents on managed machines

Provider gives customer the option to have agents installed on their machines for remote login purposes.

Real time and historical reports

Allows customer to make data-driven decisions based on past and real time activity.

What to look for in the field:

- Call centers (sales or customer service focused) require advanced routing, multi-channel options, etc. thus network management is critical to all call centers
- End users with a lot of network events
- A business that does a lot of toll-free calling

Discovery Questions:

- What do you want to manage on your network and what is most critical to you?
- Who manages the thresholds and monitors the system logs on new endpoints?
- When you have a need for a service change, what do you do?
- What are your future network plans?
 - > Real-time remediation?
 - > Historical reporting?