

The Managed Services Suite— Our Expertise at Your Command.

*A fully flexible
management
services menu
tailored to
your unique
requirements
and network
environment*

TODAY'S NETWORKS ARE EXPANDING QUICKLY and dramatically, allowing fast and efficient access to vital business information. Downtime is never acceptable—pre-emptive action must be taken. When calls for help begin to come in from executives, it's too late. CCSI® can help.

CCSI's clients have reduced their network downtime by over 30% while increasing the effectiveness of their staff. Why have your technical staff devote their time to watching and waiting for network incidents? Call upon our expertise and free them to pursue your strategic corporate goals.

Every time you add a user, a new application, or a new service, complexity is added to the network. And every time you add network complexity, management complexity also increases. Focus your efforts on building the right applications and services for your user base, and let us determine what failed, why and restore operability. Choose from this extensive menu:

FAULT MANAGEMENT SERVICES

- Proactive Network Monitoring 24x7x365
- Network-discovery Process
- Identification, Isolation, Assessment and Action on all Network Incidents
- Forensic Analysis for Network Problems
- Pre-defined Escalation Procedures
- Comprehensive Service Level Agreement
- Access to Service Web Portal for Real-time Viewing of Network Events
- Remote Change Management Service
- Configuration Management
- Daily Backups
- Fault Analysis for Trending
- Scheduled Service Review Meetings

PERFORMANCE MANAGEMENT SERVICES

- Addition to Fault Management Services
- Performance Reports on Network Devices
- Real-time and Historical Performance Data Viewing via Secure Web Portal
- Baseline Performance Determination
- Utilization Statistics on Routers / Switches
- Bandwidth Reports on Specific Wide Area Links
- Threshold Monitoring for Capacity Planning
- Application Baseline and Profiling

ENHANCED MANAGED SERVICES

- Managed Intrusion Prevention (MIPR)
- Server Monitoring Application/Database Monitoring e.g. MS Exchange/Oracle/SQL
- Firewall Fault and Performance
- IP Telephony Fault and Performance
- Monitoring of Critical Web Servers

MANAGED SERVICES

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Globally Operated Managed Services

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FAULT MONITORING SERVICE consists of availability monitoring, SNMP trap logging and processing, and syslog message logging and processing. Fault monitor detects “hard errors” such as a device not responding or an interface status change.

- Device Accessibility
- SNMP Trap Management
- Receive Traps sent by Monitored Devices
- Link Down on Router and Switch Trunks per Subscribed Interface
- Temperature Over Safe Limits
- Power Supply Issues
- CPU Utilization Over Safe Limits
- Hardware Problems, e.g., Module Down
- Customer Notification & Fault Consultation
- Network Diagram for Static Monitored Devices
- Configuration Management
- From Service Inception
- Checksum Correlation
- Configuration Changes
- InfoPortal Web View Optional

FAULT MANAGEMENT SERVICE includes everything above plus detection and resolution management of faults on managed network devices. For equipment covered by a CCSI maintenance contract, CCSI will mobilize its resources to resolve the fault.

- Fault Monitoring Service PLUS
- Change Management
- Change Review
- Impact Assessment
- Changes applied by NOC
- Active Event List
- Documentation Management
- Diagrams
- Configurations
- SLA/Documents
- Password Management with Change Period as per Service Definition Document (SDD)
- Fault Management Objects for Problem Isolation, Resolution and Service Restoration
- SLA Resolution Period

PERFORMANCE & TREND MANAGEMENT SERVICE

Threshold analysis determines when escalating error conditions are occurring and takes action before performance is severely impacted. Performance trending gathers data to be analyzed over time to determine trends and to aid in capacity planning.

- Fault Management Service PLUS
- Events Threshold Reporting Investigation and Response as per SDD
- Network Performance Reporting
- Network Performance Analysis
- Network Baseline Operational Report
- Network Device Performance Monitoring and Response as per SDD
- CPU, Interface Utilization, Memory, ...per Defined Router
- CPU, Port Utilization, Memory, ...per Defined Switch Port