



5NINES DATA

5Nines Network Management

tailored to fit your specific needs

5Nines offers Network Management service plans tailored to fit your needs. Packages include server monitoring, management and security tools, formal reports, dedicated technicians and much more. The focus of our Network Support service is to ensure 100% maximum availability.

5Nines management plans take away the burden of infrastructure support and management and allow our clients to focus solely on their core business.

Managed highlights

Router Hardware Software Maintenance

5Nines will routinely track router software releases, due to fixed bugs and resolved security caveats. This service can also include applications of any required patches or subsequent firmware releases to the affected devices.

Ping Monitoring

Regular ping monitoring allows us to verify that your network is available. If your network stops responding to ping requests, our fully staffed, 24x7 network operations center will follow escalation procedures that you, the customer define. These escalation procedures can be as simple as having our staff place a phone call or can be as detailed as having us restart services, verify applications are responding, check system logs and/or produce outage reports.

Router utilization checking

Is the router saturated 100% of the time? Is someone's computer 'flipping out' from a virus or other complication we are able to see this and alert that something malicious is happening at the site.

Service Monitoring

Aside from simple ping monitoring, our monitoring systems can monitor various services as requested by the customer. From our systems, we can monitor your network to ensure availability and security. Monitoring requests and specific parameters can be provided by completing a form from our customer service portal. If a service ceases to respond as expected, our monitoring service will automatically send a notification to the email address(es) specified by the customer.

System Monitoring

We are also able to monitor various system parameters. If your system goes outside predetermined boundaries, our technicians will follow procedures as set out in the Escalation Procedures defined by the customer. This may include calling the customer, coming onsite and/or restarting various services.

24/7/365 Onsite Hands and Eyes

Our network operations center is staffed by quality technicians trained in multiple operating systems, networking essentials and multiple applications. Whether you need assistance bringing a server back online, installing new hardware or just getting someone to reboot your server, our staff is setup to assist you as quickly as possible.

On-Demand Vulnerability Assessments

A good place to start with your risk mitigation is with a vulnerability assessment. Vulnerability assessments identify your systems and the components operating on your servers, and then test these components using a vulnerability database 5Nines updates daily. Using the resulting list of vulnerabilities, the client can either repair these vulnerabilities on their own or have 5Nines apply the appropriate patches and updates.

Switch Hardware Software Maintenance

5Nines provides tracking switch software releases, due to fixed bugs and resolved security caveats. This service also includes application of any required patches or subsequent firmware releases to the affected devices

- Remote monitoring of switch ports (bits per second, and errors on ports, port status (link up, down)) - lets us know if a particular port is taking errors, but not 'down' - i.e. degraded service detection
- Port utilization checking - is the port saturated 100% of the time? If someone's computer is 'flipping out' from a virus or other complication we'll see this at port level and be able to diagnose and shut down the port remotely and alert EMS.

Dedicated Technicians

Worried about outsourcing your company's infrastructure to a third party? Sign up for a dedicated technician and rent your very own tech to assist you. Our dedicated technician option will give you 2 dedicated technicians that will service your corporate account exclusively. You will receive names, direct phone numbers, and email for direct contact 24/7/365. Our dedicated technicians are backed by our 24/7/365 NOC staff and a host of other technicians available at 5Nines. Save money on benefits, payroll taxes and more...rent our guys and let us handle the rest.

Voice Data Application Support

5Nines will customize a QOS (Quality of Service) configuration to set prioritization of voice and different kinds of data to allow for best performance of particular applications. In addition extra firewall customizations are available on a per port basis.