NETTEND

Netelligent's NetTend managed service offering extends your staff when limited resources challenge your effectiveness and put you at risk. Technology breaks. With NetTend, you no longer need to worry about your IT environment coming to a screeching halt. Netelligent monitors your technology while you focus on your business.

NetTend

Gain freedom
to focus on your business.

24x7x365

Round the clock monitoring by Netelligent with a single point of contact ensures you that your network devices, collaboration devices and servers are always available so you can focus on your business. We monitor your technology in our SOC II Type II Network Operations Centers in Missouri and Colorado. Our ops centers are staffed with certified Tier 1 to Architect-level engineers while you go about your business. We actively use ITIL for Service Desk, Incident Management, Problem Management and Change Management.

Responsive

NetTend meets or beats proven performance-backed single end-to-end SLAs. Our engineers not only monitor the devices and report the problems, they identify the incident, design a resolution plan and fix the problem quickly. With two support levels, NetTend may be extended to cover professional services and client services management needs. Our technicians use their experience certified knowledge with Commvault, Cisco, Riverbed, NetApp, EMC, VMWare and Microsoft to get your business back in business quickly.

Predictable

NetTend is designed to simplify your life, not to be another layer in the cost of doing business. We know that not every technology is right for every business which is why we provide two support levels and custom solutions. Choose the level of service and monitoring that works best for you. Enhance NetTend with professional services and/or client service management. We make your IT budgeting simple: One vendor with predictable monthly costs and one invoice. Save money and use it to invest in your business goals.

Service Levels

Priorities / Actions	1	2	3	4
Respond within:	20 minutes	30 minutes	4 hours	4 hours
Resolution Plan within:	3 hours	8 hours	32 hours	72 hours
Resolved within:	4 hours	24 hours	48 hours	120 hours
Onsite Tech Arrival* within:	4 hours	4 hours	4 hours	4 hours

Priority Definitions

1 An existing network or service is "down" or there is a critical impact to business operations. Customer and Netelligent will commit all necessary resources around the clock to resolve the situation. Proactive monitoring alarms classified as a severity of 'Service Down' or 'Critical' fall into this category.

2 Operation of an existing network or service is severely degraded, or significant aspects of your business operations are negatively affected by inadequate performance of covered products. Customer and Netelligent commit full-time resources around the clock to resolve the situation. Proactive monitoring alarms classified as a severity of 'Trouble' fall into this category.

3 Operational performance of the network or service is impaired while most business operations remain functional. Customer and Netelligent commit resources during normal business hours to restore service to satisfactory levels. Proactive monitoring alarms classified as a severity of 'Attention' fall into this category.

4 Operational performance of the network or service is only minimally impaired while business operations remain functional. Customer and Netelligent commit resources during normal business hours to restore service to satisfactory levels.

10,000+
Devices managed

<2%
Abandonment

<10 sec
Hold time

70%
1st call resolution

4.5 / 5
Customer Satisfaction

Netelligent®
elevating business above technology

CISCO
Master Managed Services Partner

NetTend Supported Devices

- Cisco® Switches
- Cisco Nexus Platforms (1000-7000)
- Cisco Wireless LAN Access Points
- Cisco Wireless LAN Controllers
- Cisco Wireless LAN Management
- Cisco Adaptive Security Appliance (ASA / PIX Firewalls)
- Cisco Secure ACS
- Cisco IP Phones
- Cisco IP Communicator
- Cisco Jabber
- Cisco Video Endpoints
- Cisco PIMG
- Physical or Virtual Servers
- Virtual Hosts
- EMC® SAN
- NetApp® SAN
- Cisco Meraki Products
- Cisco Routers (800, 1800, 1900, 2800, 2900, 3200, 3800, 3900 7600, 7200 and ASR 1000 series)
- Cisco Analog Voice Gateways
- Cisco Unified Communications Manager
- Cisco Unity / Unity Connection
- Cisco Fax Server / Right Fax
- Cisco Unified Contact Center Express
- Cisco Contact Center Agents
- Cisco IVR Ports
- XMedius Fax Server
- Cisco Emergency Responder
- Cisco Unified Attendant Console / ARC Console
- Berbee Informacast
- ActiveObjects Aware Call Recording
- Microsoft Servers
- Netflow
- UPS Systems

Features and Services Covered	Servers	Network Devices	Storage
24x7x365 Operations Center and Support	✓	✓	✓
Customer Portal - Tickets, Device Management	✓	✓	✓
Quarter Business Reviews	✓	✓	✓
Installation*			
Physical Device Install	✓	✓	✓
Virtual Appliance Install	✓	✓	✓
Data Migration	✓	✓	✓
Configuration			
Users, Password policy, Roles	✓	✓	✓
Device/iOS/OS setting	✓	✓	✓
Administration			
Users, Password policy, Roles	✓	✓	✓
Device/OS/iOS setting	✓	✓	✓
Network Administration		✓	
Storage Administraiton			✓
Monitoring , Alerting & Reporting			
Availability, Fault, Performance and Utilization	✓	✓	✓
Automated Alerts and Fault Escalation	✓	✓	✓
Log Collection	✓	✓	✓
Standard and Custom Operations Reports	✓	✓	✓
SLA Compliance	✓	✓	✓
Maintenance & Management			
OS/iOS Maintenance	✓	✓	✓
Configuration Management	✓	✓	✓
Change Management	✓	✓	✓
Patch Management (Security, Vulnerability, Critical)	✓	✓	✓
Feature Patches or Upgrades (Non-critical) **	✓	✓	✓
Performance Tuning and Management	✓	✓	✓
Support			
Managed Onboarding Service	✓	✓	✓
Break/Fix Services - Troubleshooting	✓	✓	✓
Incident Management	✓	✓	✓
Root Cause Analysis	✓	✓	✓
Capacity Analysis	✓	✓	✓
Log Review	✓	✓	✓
Vendor Management (Escalations, RMA,...)	✓	✓	✓

Incremental set up fees may apply.
*** Feature patches and upgrades may incur incremental fees.*
The service covers each individual device and its operating system. Move, add, change, delete (MACD) request per individual device are covered as outlined in the chart.
Any MACD project across multiple devices requiring additional project coordination and management may require additional project fees.