

## - VNOC: Your own Virtual Network Operations Center -

### IT's Changing Role

Why settle for a Visio diagram of your network infrastructure when you can view it live from any Internet web browser. Not only can you see your own Visio diagrams but you render them with with live network data updated every 30 seconds. Tier1Net's Virtual Network Operations Center or VNOC is the enabling tool for today's IT managers.

Managing circuits, servers, routers, printers, firewalls, VPN's and SLA's can be both challenging and time consuming. By illuminating your network infrastructure, by providing historical status on all network event and by building rule based alerting IT administrators can prevent service outages before they occur and can keep their networks running better more of the time.

### VNOC: How it can help you.

**If your business has 1 or 2 IT managers on staff Tier1Net's VNOC service can be invaluable...**

- Your IT manager gets a page generated from VNOC that there is trouble in your network.
- Your IT manager happens to be in the airport and decides to look on her wireless handheld device to an html lite VNOC screens.
- She sees that the CPU utilization on one of her key servers has been pegged at 98% for the past fifteen minutes.
- She then gets on her mobile phone and requests that someone back at the office reboot the server...problem was identified, alerted, reviewed and resolved all through the use of VNOC services.
- At the end of the month an alert is generated informing your IT manager that total service outage on your T1 frame relay network exceeded your pre-described SLA and you have the option to request an SLA based credit...

**The above examples would have saved you enough money to have paid for VNOC for an entire year!**

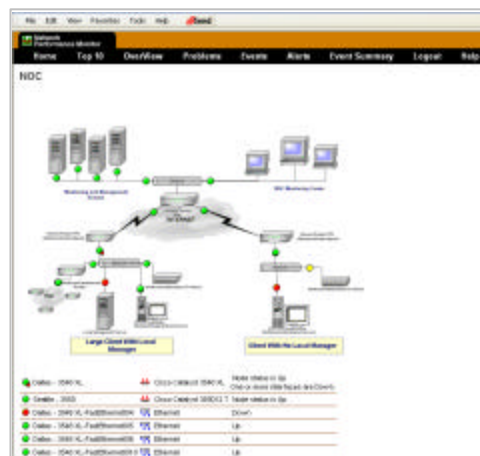
### VNOC Attributes Include

- Fast Deployment
- Web Based, available anytime anywhere
- Real time data, gathered at 60/30 second intervals
- Rule based notifications to pagers & email
- Tier1Net assists with implementation and changes
- SLA Monitoring Tool

### One Provider Delivering a Basket of Services..

Tier1Net delivers the services that mid-sized technology dependent organizations are looking for. Tier1Net ensures that our partners and vendors provide best-in-class services and products and that they are financially viable. Tier1Net has had steady growth and profitability since our inception in 1997. We make it simple for our customers to have a single provider delivering a basket of services.

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**Detailed Services Available:**

**Fault Management & Availability Tools**

View the status of thousands of nodes and interfaces from a single web page. Select between up/down, bandwidth utilization, interface traffic, errors and discards, and signal-to-noise ratio (for broadband networks). Every element is "hot" allowing you to immediately see the alert and drill into the router, switch, or server in question.

**CPU, Memory, and Disk Space Monitoring**

Monitor and set alerts on the CPU load and memory utilization of your Cisco routers, Windows 2000 servers, Win XP servers, and other devices that support the host resource MIB. Monitor the disk space utilization for Windows 2000, Win XP, Sun, Novell, and other devices that support the host resource MIB. Summary screen identifies the Top 10 CPU load and memory utilization issues in your network.

**Map Maker Service**

Tier1Net will import any or your network topology maps — from an existing network diagram, topology map, or even a map of the world or a city. Tier1Net will then illuminate your network elements on your map thus rendering it with live network statuses. Tier1Net will layer into VNOC as many network maps as you would like thus making easy to build layers upon layers of your network topology. This makes it easy to group your network into regions, districts, sub-networks, and unique locations. Ask Tier1Net for a demonstration today on how this feature works for you.

**Event & Alert Management Tools**

With Tier1Net's VNOC you can set thresholds for alerting on up/down, percent of bandwidth utilized, memory utilized, CPU utilized, disk space utilized, and much more. There are hundreds of possible configurations and parameters for alerting and reporting. Tier1Net's VNOC will send email to any compatible device, including cell phones.

**Customizable Views/Menus/Toolbars**

User views can be customized with a unique filtered view and a unique toolbar. Select predefined views or create your own new views of your network. Pages can be customized with individual corporate styles.

**Custom Accounts by User**

Define a general logon for each department or create unique accounts for each individual customer. One account could view all servers, another all routers, while a customer account could have access to view a single interface. Each account can have its own page layout, content, and customized toolbar. Tier1Net's VNOC is ideal for a consultant, ISP, or service provider with numerous customers. Creating Custom Accounts Video Tutorial

**Custom HTML Resources**

Tier1Net's VNOC provides the ability to detach a monitored view (i.e. Current Bandwidth) and link to an existing HTML web page. Add custom frames. For example, you could add your current support entry form or the customers payment history to any Tier1Net's VNOC web page.

