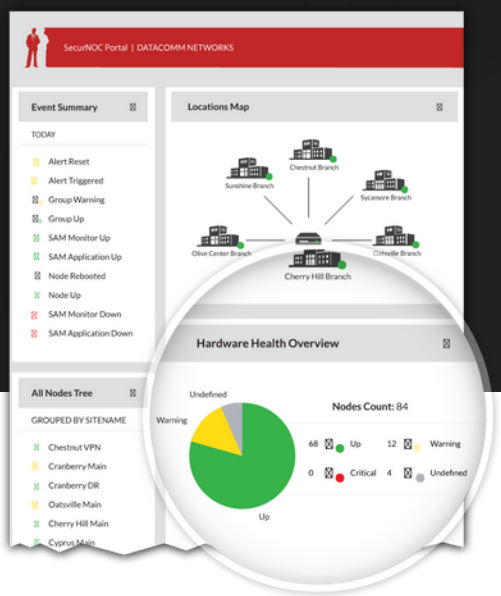
SECURNOC | REAL-TIME NETWORK MONITORING

DataComm



For many organizations, network management continues to grow both in scope and complexity as data and IT demands increase. With network administrators being asked to do more with less, effectively managing networks is more important than ever. In fact, keeping performance, availability and security high while keeping costs low is increasingly critical in today's connected environments.

DataComm's real-time network monitoring & management service, SecurNOC, uses the best practices of proactive network systems monitoring. Router, server, and workstation problems are eliminated before they can disrupt your business.

Networks require regular and preventive servicing to keep the systems running optimally. The components of a network are sourced from numerous hardware manufacturers and software providers who are continuously releasing patches, updates and upgrades in hard form or electronically. The administration and installation of many of these items need addressed on a timely basis, and are often difficult to find and implement. The process to install and update the network with new releases and patches is often time consuming and requires skills or experience that

Service Features

- Ensures peak performance and reduces network downtime by monitoring for potential problems, real-time, and pro-actively fixing issues before failures occur
- Uses a sophisticated help desk trouble ticket and knowledge base system to expedite problem identification and resolution
- Includes a secure portal with maps and real-time reporting
- Provides extensive performance and management reports and logs for regulatory compliance (CPU, disk, network, memory and bandwidth utilization as well as outage occurrence, network device and software inventory reporting)
- Offers professional network management without hiring additional IT staff.

STAY IN CONTROL

- Have your network professionally managed and monitored by certified IT professionals.
- DataComm's secure network operations center (SecurNOC) utilizes diagnostic software far beyond the budgets of most organizations.
- Our real-time network monitoring & management reduces IT costs.

SERVICE BENEFITS

- ✔ Secure monitoring network problems are identified and corrected before they lead to system downtime or failures.
- ✔ Cost-effective expertise certified professionals deploy best practices to keep your system running optimally.
- ✔ Focus on your business minimizes unplanned interruptions that affect project planning and manpower deployment.

> *Amidst the slowdown, companies are outsourcing their IT needs as a cost-cutting strategy or a means of focusing on their core business.*

Amy Schurr | Senior Managing Editor, Network World

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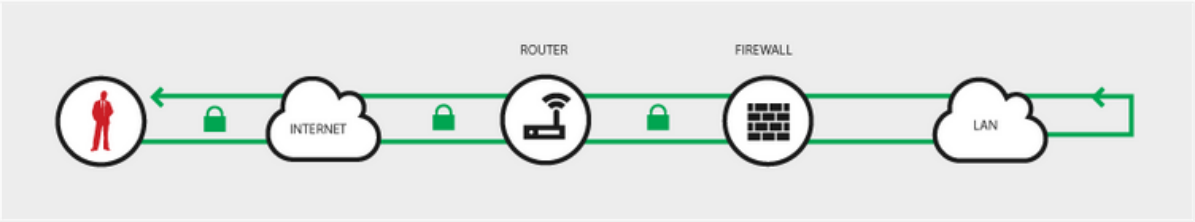


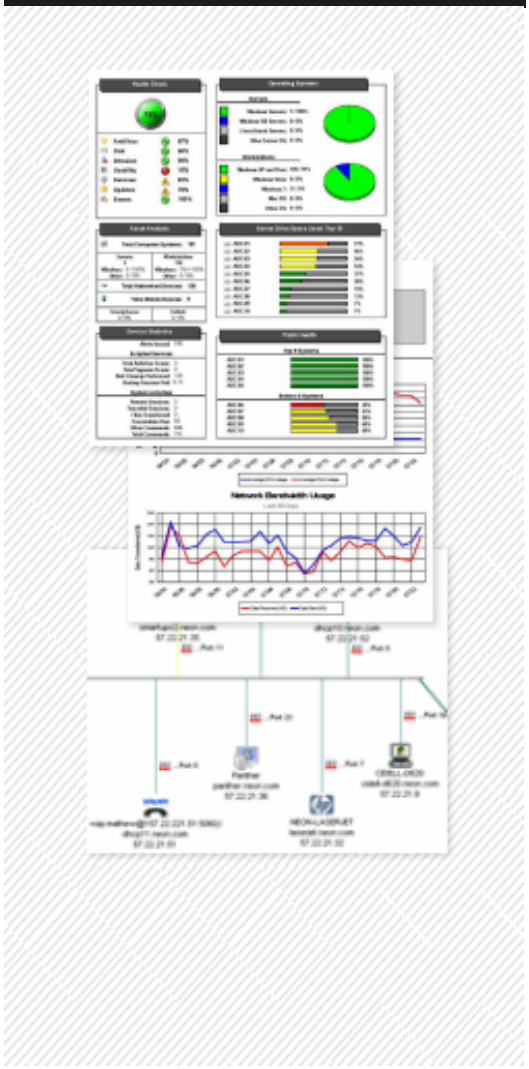
SecurNOC Support Service

Unlike other managed service providers, DataComm believes you should outsource as much - or as little - of your IT operations as makes sense for your business model. We'll work with you to determine what works best for your organization, and help you retain flexibility and control over your IT assets.

Real-Time Monitoring
Provides network infrastructure performance and fault monitoring with notifications when alerts occur. Client notification of critical outages and automated reports are the core service deliverables.

Real-Time Management
Includes the features of the real-time network monitoring service with the addition of priority remote troubleshooting, fault isolation and resolution of network infrastructure devices.

Server Management
In addition to the features within the real-time network management service, the service is focused on network file servers and includes server administration, optimization, disk storage management, patch management, defragmentation, anti-virus application management, backup notifications, and custom alarm thresholds.

PC Support
Adding to the features within the real-time network management service – desktop/laptop PC troubleshooting, application assistance, patch management and anti-virus application management are included with this service option.

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