Improved Customer Service Levels At Reduced Operating Costs

netPrefect for Managed Service Providers

Your business is built on offering customers a comprehensive end-to-end managed service that exceeds their service level expectations.

You need the ability to monitor and control every device on an IT network, regardless of its location, platform or traffic type, enabling you to significantly increase the availability, quality and security of the services you deliver to your customers.

24/7 monitoring and management of the core IT infrastructure is essential to maintain the highest levels of customer service, but this becomes increasingly difficult and costly as the scope, range and complexity of the services you offer increases.

By replacing a range of incompatible, device specific tools with a single consolidated solution, accessed through one easy to use Graphical User Interface, you take in-depth control of all network devices from a single access point.

- Unplanned system downtime is reduced, through the prediction and avoidance of failure

- Mean repair times are reduced, with automatic alerting of key personnel and no requirement for staff to travel to remote sites

- Knowledge is embedded into the solution, so that dependency on specific individuals is reduced.

- Access to all network attached devices from local or remote management stations in multiple locations allows problem sharing and faster resolution

- A comprehensive audit trail with event filtering enables speedy problem source isolation and allows effective steps to be taken against recurrence.

This increase in service quality can be achieved, whilst reducing operating costs:

- No requirement for on-site personnel to monitor equipment at remote locations

- Your operational support team is centralised and rationalised around a single and comprehensive management solution

- Redundancy of IT equipment is reduced, as legacy, current and next generation devices can all be managed with a single solution

- New devices can be selected on performance/ cost rather than being locked in to a specific manufacturer

- Space requirement in data centres is reduced, with no system consoles required, and no on-site access needed for management

How is it done?

netPrefect is a multi-platform software solution that uses a combination of in-band and out-of-band management to provide fully comprehensive remote device management.

In-Band management uses the same communications channels that the devices themselves support. Most networking equipment such as switches, routers, network appliances and servers can be managed in-band using SNMP protocols.

Out-of-Band management is an alternative means of accessing remote devices when, for example, the in-band communications channel is down, thus providing an always available back-up

management solution. In addition, some devices based on older technology cannot be managed with in-band solutions - for these devices, out-of-band management that communicates with the devices directly through their console (RS232) port is the only answer.

By uniquely combining in-band and out-of-band management in a single solution, netPrefect enables your business to significantly increase the availability, quality and security of the services you deliver to your customers.

Cyclone

For further information visit www.netprefect.com

Cyclone Technology Ltd

Cyclone Technology has been providing flexible, customisable and cost-effective solutions for systems and network management since 1996. Its solutions are in use in over 100 international organisations. Its Out-of-Band solution, DataStream, is used in some of the world's largest datacenters to manage over 15,000 devices around the globe.

With the launch of netPrefect, Cyclone Technology now offers a fully comprehensive system and network management solution.

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