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8elWatch™

Information Sheet 

A family of on-line tools for monitoring networks

Know the facts about your data network

Overview

Challenges

With increasing demands placed on IT infrastructures, network managers have a growing need for up-to-the-minute, reliable, information on the behaviour and performance of their data networks.

information is power

Availability of information has a direct effect on the quality of decisions made by businesses regarding current and future network plans. Poor visibility of network data can result in a lack of control and create potential exposure to an organisation.

Solution

8elWatch is a family of on-line network monitoring tools that can provide powerful information about your network infrastructure. It uses SNMP management data collected from infrastructure components to produce performance reports. As a result, customers are able to ascertain 'true' bandwidth usage and optimise configurations accordingly.

Benefits of *8elWatch*:

- Enables accurate planning of future requirements
- Empowers IT professionals to make informed fault finding conclusions
- Allows bespoke reporting to focus on specific requirements such as data throughput, network performance, ping response times and service availability.
- Provides alerting of potential network issues before they become service affecting
- Monitoring and reporting can include both *8el* and client infrastructure components

Depending on the level of monitoring and reporting levels required there are three services to choose from; *8elWatch standard*, *8elWatch plus* and *8elWatch enterprise*.

informed decisions

8elWatch standard

Customers purchasing a data network from *8el* receive the *8elWatch standard* service as part of their solution at no additional cost.

Graphical reports highlighting basic network performance and bandwidth utilisation and are available on-line 24/7, covering the following:

- Bandwidth usage (One service per site)
- ISP router throughput (On customers site)

increased visibility & control

8elWatch plus

For customers who require more detailed information about activity on their data network, *8elWatch plus* is recommended. For a low monthly charge, customers can upgrade their *8elWatch standard* service to include additional data gathered from different points across the network.

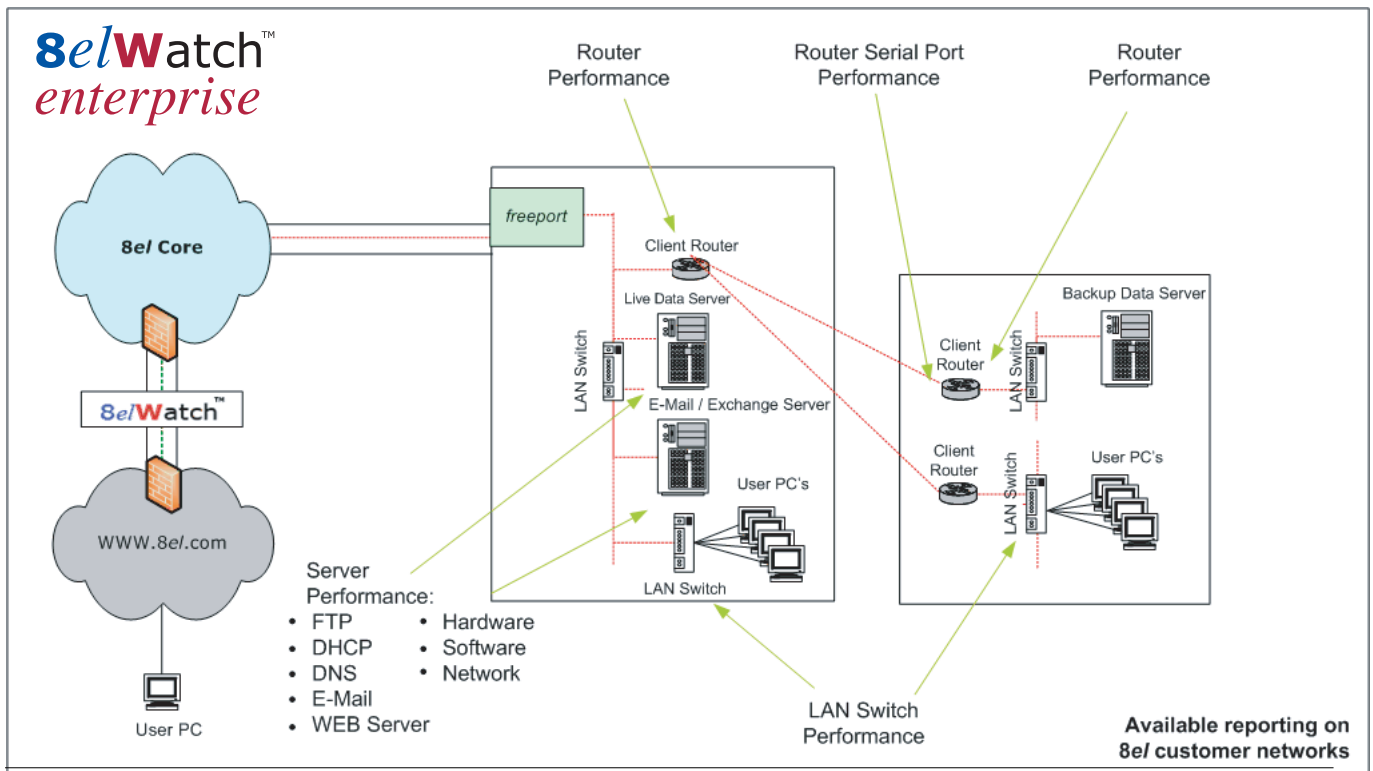
8elWatch plus can provide efficiencies in support due to problem diagnosis improvements and avoid unnecessary upgrading of equipment.

8elWatch plus reports include:

- Bandwidth usage. (All segregated services per site and by Private Virtual Circuit)
- Performance of *8el* Customer Premises Equipment (CPE):
 - CPU utilisation
 - Memory utilisation
 - Buffer statistics
- Latency statistics across the network for multi-site user
- Service availability

Leading voice and data solutions

Extended monitoring & reporting



8elWatch enterprise

8elWatch enterprise is for customers who wish to extend network monitoring and reporting beyond 8el's Customer Premises Equipment (CPE) to include their own infrastructure such as servers, switches and applications. (See diagram above).

Security

SNMP management is widely supported across most IT enterprise components that provide utilisation and performance data. SNMP does not allow access to actual "client data" present on the network and use of the SNMP ReadOnly community string means the 8elWatch service cannot alter or reset any client device.

Proactive support

In addition to the round-the-clock monitoring facility provided by 8elWatch, managed threshold alerts can also be set up by 8el to notify customers of capacity issues, before they become service affecting.

The proactive notification service can be configured to alert an administrator via email or text message. This can be triggered by equipment passing utilisation thresholds on CPU, disk space, hardware failure and network performance. Additional thresholds can be implemented upon request via your 8el account manager. The information will allow customers to correctly size the capacity of their network.

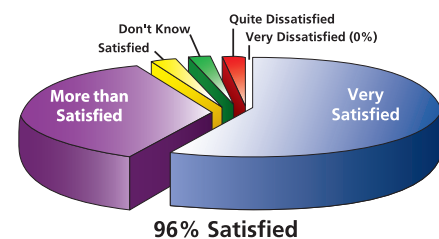
About 8el

8el (pronounced 'A-Te'l') is an innovative, specialist network operator. It provides efficient voice and data solutions to the business market. Customers use 8el to meet their communication needs and derive a mixture of strategic, financial and quality benefits.

8el recently commissioned an independent survey of their customer base, which found some compelling results:

- 94% of customers were more than satisfied with the level of service provided by 8el, with 56% being very satisfied with the service.
- 98% of those who responded said they were likely to continue using 8el's service over the next year.

93% of customers would recommend 8el



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