

# MONITORING MANAGED NETWORK SERVICES



## MONITOR ANYTHING WITH AN IP ADDRESS

Scalable, carrier and vendor agnostic MNS Monitoring gives you unparalleled agility to support any network with metrics from over 250 manufacturers, systems, and device types leveraging standard APIs and protocols.

For basic circuit or device monitoring up to full stack monitoring and AIOps with powerful analytics, Seapoint Technologies delivers a full range of best-in-class service, incident management, and business intelligence for actionable insights into your technology environment. Seapoint's industry-leading MNS Monitoring solutions blend a cloud-based platform with a digital workflow, purpose-built on a foundation of **ServiceNow®**, **Zenoss®**, and **Sisense**.

**ServiceNow®** drives productivity while providing an outstanding customer experience through record breaking On-Boarding Time, Alert Processing, and Incident Resolution (Reducing P1 and P2 Incidents). The configuration management database provides a centralized inventory of all your locations, infrastructure, and network monitored by the platform.

**Zenoss®** simplifies network visibility with comprehensive insight into your physical, virtual, and cloud infrastructure, all in a single platform – automatically detecting potential performance impacts, zeroing-in on root cause and resolution, and leveraging insights proactively.

**Sisense** empowers better business outcomes by transforming metrics into actionable business intelligence. Right-size based on data vs assumptions, spot trends that impact performance, enforce SLAs with outage tracking and reporting, and report out on business availability on a company-wide, regional or site basis.

Seapoint Technologies offers five levels of Monitoring Solutions to meet your organization's needs.

LEARN MORE



METRICS FROM  
**250+**

Manufacturers, Systems,  
and Device Types

FEATURES & BENEFITS	MANAGED WAN SERVICE OPTIONS			PING MONITORING SERVICE OPTIONS	
	MANAGED SD-WAN PLUS LEVEL 5 SKU# VMP22	MANAGED SD-WAN LEVEL 4 SKU# VM21	SD-WAN CIRCUIT ONLY WITH REMEDIATION LEVEL 3 SKU# VJ21	CIRCUIT PING MONITORING WITH REMEDIATION LEVEL 2 SKU# VA21	BASIC CIRCUIT PING MONITORING LEVEL 1 SKU# VB21
<b>US-BASED NETWORK OPERATIONS CENTER (NOC)</b>					
• 24/7/365 Proactive Monitoring	✓	✓	✓	✓ Every 5 min. via ICMP Ping	✓ Every 5 min. via ICMP Ping
• 24/7/365 Support	✓	✓	✓	✓	N/A
<b>INCIDENT IDENTIFICATION/VALIDATION</b>					
• Fault Detection	✓	✓	✓	✓	✓
• Network Performance Detection	✓	✓	✓	✓ Limited	N/A
• Security Event Detection (Meraki Only)	✓	✓	N/A	N/A	N/A
• Service Impact View	✓	N/A	N/A	N/A	N/A
• Network Mapping	✓	N/A	N/A	N/A	N/A
<b>COMMUNICATIONS</b>					
• Incident Notifications	✓	✓	✓	✓	✓
• Automatic Customer Notifications	✓	✓	✓	✓ Via Email	✓ Via Email
• Carrier Notifications	✓	✓	✓	✓	N/A
• Network Performance Notifications	✓	✓	✓	N/A	N/A
<b>PERFORMANCE MANAGEMENT</b>					
• Incident Triage	✓	✓	✓	✓ Circuit Only N/A for IP Device	N/A
• Incident Resolution	✓	✓	✓	✓	N/A
• Device Change Management	✓	✓	N/A	N/A	N/A
• RMAs	✓	✓	N/A	N/A	N/A
<b>REPORTING/METRICS</b>					
• Near Real-time Device Metrics	✓	✓	N/A	N/A	N/A
• Network Performance Reporting	✓	✓	N/A	N/A	N/A
• Service Provider Reporting	✓	✓	N/A	N/A	N/A
<b>VISUALIZATION</b>					
• Secure Web Portal Access to Trouble Ticketing System	✓	✓	✓	✓	N/A
• Comprehensive Secure Web Portal Access	✓	✓	N/A	N/A	N/A
• Enhanced Dashboard	✓	N/A	N/A	N/A	N/A

## Basic Circuit Ping Monitoring (Level 1)

**Use Case:** For Clients with IT and NOC Support Teams to drive resolution upon outage reporting. Designed for Carriers and Circuits not under our management, including those we are not re-billing.

**Service Includes:** 24/7/365 Proactive Monitoring via ICMP Ping, Fault Detection and Automatic Customer Notification via email.

**Not Included:** Triage or Remediation of any circuit or Customer IP Enabled Device.

## Circuit Ping Monitoring with Remediation (Level 2)

**Use Case:** For Clients who need proactive remediation of circuit issues with standard reporting metrics. Designed for EnTelegent circuits or circuits under EnTelegent Management including re-billed circuits.

**Service Includes:** 24/7/365 Proactive Monitoring via ICMP Ping, Fault Detection and Automatic Customer Notification via email. In addition, Clients receive Online Access to our Trouble Ticketing System (TTS) and Incident Resolutions.

**Not included:** Management of any Customer IP Enabled Device.

## Circuit Only Monitoring with Remediation (Level 3)

**Use Case:** Clients looking for maximum insight into network incidents leveraging SNMP polling to obtain network and CPE performance metrics with proactive circuit remediation.

**Service Includes:** 24/7/365 Proactive Monitoring utilizing ICMP and SNMP polling with trouble ticket resolution of a WAN circuit. Management includes the circuit and carrier modem, if applicable and NOC support for (1) circuit.

**Not Included:** Troubleshooting or RMA of customer and/or Carrier provided Router, Firewall, SD-Wan Device, etc.

## Managed SD-Wan (Level 4)

**Use Case:** For Clients who need a turnkey or fully co-managed SD-WAN environment for existing or newly purchased CPE featuring comprehensive support - RMAs, MACD, Configuration Changes, Circuit Resolution and more across multiple SD-WAN Vendors.

**Service Includes:** 24/7/365 Proactive Monitoring with NOC Support, Fault Detection, Carrier and Customer Notification, Incident Resolution, Network Performance Alerting and Reporting, Device Change Management, Comprehensive Customer Portal, Open API. One (1) Managed Device, up to three(3) Circuits per Device.

## Managed SD-Wan Plus (Level 5)

**Use Case:** For Clients who need a turnkey or fully co-managed SD-WAN environment with comprehensive support - RMAs, MACD, Configuration Changes, Circuit Resolution, Design, Deployment, and more.

**Service Includes:** 24/7/365 Proactive Monitoring with NOC Support, Fault Detection, Carrier and Customer Notification, Incident Resolution, Network Performance Alerting and Reporting, Device Change Management, Comprehensive Customer Portal, Open API. One (1) Managed Meraki Device, up to three(3) Circuits per Device.