

# SMART MANAGED IT SOLUTIONS

## TO TRANSFORM YOUR BUSINESS

Access our award winning client portal, eView™ and manage IT spend

eView is a sophisticated web-based client management portal that provides companies with a single point of entry to crucial information about their corporate IT assets. Companies can manage IT costs by using eView as a central repository to track IT assets, data telecommunications information, and manufacturer hardware and software maintenance contracts.

Proactive IT management to support your business operations

Proactive network management is crucial to sustain critical network architectures. System uptime, network reliability and availability of corporate resources are key to facilitating a productive working environment. With continuous IT support, clients can feel confident that their employees are able to consistently access corporate data.

Extending your internal IT coverage to 7x24x365

Developing and managing an internal Service Desk can be quite challenging as it requires continuous maintenance of skill sets, the right resource mix to accommodate high turnover, and the assurance of best practices being followed. End to End Networks reduces these strains by extending its 7x24x365 National Support Centre to companies who need additional coverage, industry expertise, and high quality standards.



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## OUR SERVICE NETWORK MANAGEMENT

### Business Challenges

Data networks are the foundation that companies run their businesses on. Ensuring uptime of corporate resources for day to day operations while continuing to focus on business directives can be challenging. The constant investment required by companies to **maintain IT management systems, reduce staff turn-over and keep technology solutions aligned with corporate strategies** is extremely costly and resource intensive. Our Network Management service is an effective solution for companies looking to take advantage of industry expertise with the added benefit of network stability.

### Our Solution

Our NetWatch™ service has been developed to support both private and public data infrastructures. Clients can be confident that their network core is running optimally and business downtime is minimized. NetWatch unites the key components of IT network management, allowing companies to reduce the high cost of maintaining an internal service desk.

## OTHER SERVICES

Server Management

Security Management

Unified Communications

Mobile Workforce Solutions

Governance, Risk & Compliance

Consulting & Professional Services

# NetWatch™

A Managed Data Network Solution

*Extend corporate coverage of your data network and let your staff focus on business strategy. Gain access to an extensive IT knowledgebase and a sustainable source of skills.*



By subscribing to NetWatch, companies gain access to our award winning client portal, eView

- Real-time & Historical Reporting
- Live Network Map
- Centralized Asset & Inventory Management System
- Trouble Ticketing & Change Request Interface
- Billing & Contract Information
- Docucentre

As with all of End to End Networks™ Managed Services, clients will have access to our 7x24 Live Voice Service Desk for support.

## OUR EXPERTISE

End to End Networks offers a wide range of consulting and professional services for data networks. These services are aimed at developing smart IT solutions that match corporate needs and leverage new and existing architectures. Our certified Solution Engineers and Network Specialists utilize current industry standards while planning, executing, and managing projects.

### **About End to End Networks Inc.**

*End to End Networks Inc. is an established provider of Managed Network & Security Services across North America. Since 1993, we have maintained a reputation for service innovation. When combined with our comprehensive portfolio offerings, we deliver strategic technology solutions that fit the unique business needs of our clients.*



**Making Connections**

## OUR SOLUTION

Our NetWatch™ service deliverables align with industry best practices, providing superior service and allowing businesses to minimize the cost of maintaining internal resources.

**7x24x365 Monitoring & Notification** of network devices and data telecommunications provides a pro-active mechanism for detecting network failures.

**Incident Management** enables End to End Networks to be the single point of contact for all diagnostics and troubleshooting activities. We interface with carriers and ISPs, as well as vendors and manufacturers to provide an efficient problem resolution process. In the event of hardware failure, End to End Networks will co-ordinate the necessary device replacements.

**Asset Management** provides automated back-up of device configurations, quick response to manufacturer security updates and patches and a streamlined process for software upgrades. We will also track manufacturer extended warranties of contracted devices to ensure timely renewal.

**Change Management** delivers a secure method for clients requesting modifications to their network device configurations. All changes are certified by an End to End Networks security expert.

**Comprehensive Reporting** through our eView™ client portal includes real-time and historical capabilities. Reporting extends across the data network so companies gain true insight into how their infrastructure is functioning.