



# Smart Managed *IT* Solutions *transforming your business*

## NetWatch

### 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, manage 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 Network Management 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.

### Our Services

- Network Management
- Security Management
- Unified Communications
- Consulting
- Wireless Solutions
- Mobile Workforce Solutions
- Governance, Risk & Compliance
- Professional Services

### eView, Our Award Winning Portal

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.

#### Access our award winning portal, eView, and manage IT spend

Our web-based client management portal enables companies to access their critical IT assets and maintain their inventory to ensure their network is running at its optimal level. Advanced reporting capabilities are also readily available for 13 month trending analyses, making it easier to understand where problem areas may occur.

#### 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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# NetWatch

making it secure, seamless, and stress-free

## Our Network Management 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 End to End Networks' Security Experts.

**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.

## Value-Added Benefits

As an End to End Networks client, you will receive value-added benefits such as:

- 7x24x365 access to our Live Voice Service Desk
- Immediate detection of device failure
- Access to our award winning portal, eView
- Real-time and historical network reports
- Visibility to your live network map
- Mean Time to Repair (MTTR) for managed service products within 4 hours
- Complete visibility into managed device asset information
- Tracking of all manufacturer warranty of contracted devices in one interface
- Carrier and/or ISP coordination for troubleshooting
- Comprehensive Add/Move/Change Service
- Daily configuration captures and changes are automated and assessed by our Security Team

## Giving you the service you deserve...

We are simply your network doctors, providing you with a diagnosis, treatment, and maintaining optimal health 7x24x365.

For more information, visit [www.endtoend.com](http://www.endtoend.com)