



Configuration Management Service

Reduce Errors

Simplify Disaster Recovery

Comply with Regulations

Growing network complexity and more stringent government regulations focused on privacy, security and corporate control over data are forcing organizations to create and maintain more secure, accountable network environments. By applying a process-oriented approach, robust tools and a knowledgeable staff, VITAL Network Services® delivers a seamless Configuration Management Service to simplify configuration tasks across multi-vendor environments.

Discovering, Automating & Managing

VITAL's Configuration Management Service offers businesses of all sizes a comprehensive solution to discover, automate and manage configurations on routers, switches, firewalls, access points, and other network devices from leading hardware vendors. Once our professionals have discovered your network, set up standard configuration templates and loaded your compliance standards and policies, our team will manage your configurations 24 hours-a-day, 7 days-a-week to ensure the highest possible service availability and simplify compliance with regulatory mandates. A list of the key features included with VITAL's Configuration Management Service can be found in Table 1.



Table 1. Key Features of VITAL's Configuration Management Service

Configuration Back-up/Restoral	Configuration Auditing/Reporting	Change Management	Change Control
Automated back-ups of all managed device configurations on a nightly basis with rollback and restoral capabilities as required	Detailed configuration and change reporting for identifying and auditing configuration settings and changes	Implementation of customer requested configuration and IOS changes per the customer's change management process	Real-time alerts when configuration changes occur



Reduce Configuration Errors with VITAL

- Automated nightly backups with configuration rollback capabilities eliminate unnecessary downtime by allowing you to quickly repair unauthorized or failed network configuration changes and rapidly configure replacement units
- Real-time change notifications give you more control, instant visibility and improved security by allowing you to quickly respond to unauthorized, unscheduled or erroneous changes
- Automated compliance auditing and policy violation detection ensures configurations comply with federal regulations and internal standards
- Side-by-side comparisons allow you to easily compare configuration files between two devices or compare the running and startup configuration files for a single device for simplified troubleshooting
- Bulk change management reduces the occurrence of configuration errors
- Automating, organizing and standardizing configurations improves IT efficiency and effectiveness while increasing overall network availability
- VITAL's highly intuitive web interface allows you to easily visualize the health and status of your network device configurations

Creating Stable, High-Performing Networks

VITAL's Configuration Management Service brings discipline and organization back to networks by maintaining a current and historical view of device configurations in a secure, online database; tracking, detecting and notifying you of changes; propagating requested configuration changes and OS image updates; and monitoring for policy violations to ensure the device configurations comply with your pre-defined policies and standards. With this service, VITAL will utilize your change management processes to ensure network configuration changes don't take your network down, and provides rapid recovery in the event they do.

In addition to receiving 24/7 remote monitoring and management from our team of trained professionals, VITAL's Configuration Management customers receive access to a highly intuitive web portal to visualize the health and status of enterprise-wide configurations, including device details, configuration backups, policy violations, and event history. Customers also gain access to a variety of change, inventory and audit reports delivered regularly to their inbox or available on-demand through the secure web portal.

Why VITAL?

VITAL's Configuration Management Service is part of a broader portfolio of network management services designed to improve service availability by ensuring the proper functionality, performance and operation of data, wireless and unified communications network environments. As a service-only network support provider, we focus our investments in recruiting and retaining specialized engineering resources, evaluating and utilizing best-of-breed systems, and developing and implementing processes to deliver the highest level of service and support to our valued customers. VITAL's broad range of multi-vendor services are available to support your needs as your network grows and changes.



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