



Fault Management Service

Increase Network Availability

Reduce Costs

Improve Productivity

Each year unplanned network downtime contributes to billions of dollars in lost revenues and decreased productivity. By applying the proper network management tools, expertise and processes, faults can be proactively identified and quickly resolved. The Fault Management Service offered by VITAL Network Services® provides companies with a 24/7 remote monitoring and management solution designed to cost-effectively maximize network uptime and availability.

Accurate, Timely Problem Resolution

With VITAL's Fault Management Service, dedicated network management professionals work as an extension of your staff to proactively monitor your critical network components 24 hours-a-day, 7 days-a-week. Problem diagnosis and remediation procedures are initiated immediately when a network issue occurs. Within minutes, our professionals will isolate the problem, notify you and engage the necessary resources to resolve the problem. And, as part of our service, VITAL will manage your problem through resolution - managing your carriers, equipment vendors and third-party maintenance providers to ensure accurate and timely resolution of problems. Table 1 details the activities performed by VITAL under the Fault Management Service.



Table 1. VITAL's Fault Management Activities

Monitor availability of network devices and communication links 24/7	Identify, verify and notify customer of faults that occur on the contracted devices	Manage problems through resolution (including management of carriers, equipment vendors and third-party providers)	Identify, troubleshoot and resolve "chronic" network issues	Create and deliver weekly and monthly fault summary reports
--	---	--	---	---



Improve Your Network Availability with VITAL

- 24/7 proactive monitoring reduces downtime by setting remediation activities in motion the minute a problem arises
- Comprehensive vendor management delivers faster resolutions
- Advanced diagnostic and management tools allow VITAL to pinpoint the exact cause of the problem and eliminate the finger-pointing associated with network outages
- Access to real-time status information through VITAL's secure web portal increases your visibility into your network with graphical network maps, current and historical event logs, and on-demand reports
- Detailed fault reports delivered to your inbox on a regular basis allow you to quantify your daily, monthly and yearly downtime and even pinpoint the causes

Proactive Management for Your Network

With today's networks supporting multiple technologies including data, voice, video, and wireless, as well as a wide variety of applications, network availability is more crucial than ever before. VITAL's Fault Management Service verifies the availability of your critical network components around-the-clock resulting in maximum network availability, lower costs and increased productivity.

As a Fault Management customer, you will receive complete visibility into your network through our secure web portal. VITAL's web portal allows you to view the status of your network in near real-time and gives you the ability to drill-down to view specific network components. Additionally, regular reports delivered directly to your inbox on a weekly and monthly basis will allow you to quantify your daily, monthly and yearly downtime and even pinpoint the causes.

Given the complexity of today's networks, VITAL will simplify your tasks by rapidly identifying and pinpointing the root cause of problems, coordinating with other vendors or carriers, as necessary, and verifying final resolution. This releases your IT resources to focus on projects that support your company's strategic vision and direction.

Why VITAL?

VITAL's Fault Management Service is part of a comprehensive portfolio of management services designed to help customers achieve the greatest value from their network investments. As a VITAL Fault Management customer, you will gain access to a wealth of specialized network management resources backed by best-of-breed systems and proven processes 24 hours-a-day, 7 days-a-week. And, with numerous internal engineering resources certified in multiple aspects of networking and telecommunications, you can be certain your network is in good hands.



Corporate Headquarters

14520 McCormick Drive
 Tampa, FL 33626
 Local: (813) 818-5100
 Toll-Free: (888) 248-4825
 Fax: (813) 818-5101
<http://www.vital-ns.com>