



Performance Management Service

Increase Efficiency

Speed Recovery Time

Control Network Costs

Constant availability, high service quality and unparalleled reliability are required to support the broad range of business-critical applications operating on today's networks. By monitoring performance statistics, gathering performance data and providing recommendations based upon trending and analysis, VITAL Network Services® helps customers quickly detect, diagnose and resolve network performance problems and outages - often before users can report an issue.

Predictable Service Quality

VITAL's Performance Management Service delivers proactive protection and predictable service quality through continual monitoring and performance analysis of statistics reported by SNMP-enabled devices on your network. Armed with best-in-class performance management tools, our experienced professionals observe activity and report performance trends on your network 24/7. When a performance threshold is exceeded, VITAL verifies the issue, notifies you and begins diagnosis procedures immediately with the goal of correcting the problem before your users experience performance degradation or availability issues. Table 1 lists the performance metrics commonly monitored by VITAL as part of the Performance Management Service.



Table 1. Commonly Monitored Performance Metrics

Performance Metrics Collected for Network Devices and Interfaces
Bandwidth Utilization, Packet Loss, Latency, Errors and Discards, Quality of Service, Transmit Percent Utilization, Buffer Misses, Network Traffic, Capacity Utilization, Response Time, Memory Usage, CPU Load, Disk Space Volume, Availability



Valuable Information to Improve Network Performance

In addition to providing 24/7 remote monitoring, VITAL's Performance Management Service offers increased visibility into the performance of your network through a secure web portal and regular reports delivered directly to your inbox. VITAL's Performance Management Portal gives you a unified view of the current and historical performance of the devices and interfaces in your network using detailed graphs, tables, lists, and on-demand reports. Additionally, VITAL's principal engineers translate the large volumes of performance statistics gathered from your network into monthly and quarterly reports containing meaningful business recommendations to help you make more informed decisions about your network. The information contained in these reports allows you to validate network design decisions, identify areas that have been over- or under-engineered, and adequately plan to avoid shortages as your network grows and changes.

Optimize Your Network Performance with VITAL

- Rapid identification of bottlenecks and performance degradation enables remediation activities to begin before an outage occurs and users are affected
- Monitoring for intermittent, but chronic performance issues, allows action to be taken to correct problems and delivers a more reliable network experience for users
- Detailed performance statistics displayed in VITAL's secure web portal provide increased visibility into the network and can be extremely valuable in the network planning and budgeting process
- Performance trending and usage information allows you to adjust your operations, optimize quality and manage facilities to reduce and control the overall cost of ownership
- Detailed analysis and recommendations provided by VITAL's principal engineers deliver valuable insight from specialized resources trained in the design and optimization of complex multi-vendor networks

Given the importance of high network availability and performance, you can count on VITAL's Performance Management Service to mitigate your risks, control your costs and deliver a more predictable service quality for your mission-critical network.

Why VITAL?

VITAL's Performance Management Service is part of a broader portfolio of network management services designed to deliver a single source monitoring and management solution for today's leading technologies. These services work in combination to increase the availability, reliability and performance of our customers' 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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