



Wireless Management Service

Increase Network Availability

Reduce Business Costs

Minimize Security Risks

Wireless LANs (WLANs) are dynamic and vulnerable making ongoing management a necessity to ensure proper operation and minimize risks. The Wireless Management Service offered by VITAL Network Services® delivers 24/7 wireless network and user-level monitoring and management to rapidly resolve access issues and reduce downtime.

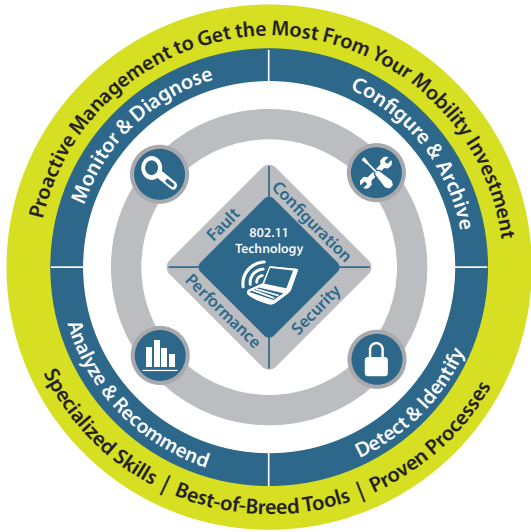
Proactive, 24/7 Support

With fault, configuration, performance, and security management components, VITAL's Wireless Management Service provides a comprehensive solution to increase the overall availability and performance of 802.11 wireless environments. VITAL's knowledgeable professionals proactively monitor the WLAN devices and users around-the-clock using state-of-the-art tools to visualize coverage, collect performance and security data, and detect issues. When an issue arises, VITAL notifies the customer and takes appropriate measures to remotely resolve the issue to minimize downtime and its affect on productivity. Table 1 provides an overview of the various service components included with VITAL's Wireless Management Service.



Table 1. VITAL's Wireless Management Service Components

Fault Management	Configuration Management	Performance Management	Security Management
Up/down fault identification, notification and remediation for contracted WLAN devices	Centralized device configuration, regular configuration comparisons and archival of last configuration	Identification, trending and recommendations based upon real-time and historical performance information gathered from the managed WLAN devices	Identification, notification and remediation of WLAN security threats including rogue access points and suspicious authentication attempts



Ensure Peak Performance from Your WLAN with VITAL's Wireless Management

- 24/7 monitoring of access points, users and the RF environment by specialized resources increases uptime and improves ROI by quickly identifying coverage gaps, device failures, performance issues, and security threats.
- Faster, more accurate troubleshooting removes the guesswork, reduces support costs and practically eliminates “no trouble found” events
- Proactive monitoring of user activity and performance thresholds eliminates bottlenecks and increases availability
- Automatic detection of rogue access points and identification of unauthorized authentication attempts minimizes security risks
- Standard device imaging and one-click configuration changes reduce the potential for human errors
- Comprehensive reports and analysis tells you how your network is being used and helps you intelligently plan for growth

Comprehensive Management for Greater Confidence

Proactive monitoring and management ensures optimal availability of your WLAN and controls the security threats posed by a wireless environment. VITAL's Wireless Management Service provides rapid identification, diagnosis and remediation of problems to reduce downtime and minimize business disruptions. With extensive experience supporting a variety of WLAN architectures both indoors and outdoors, VITAL's management professionals possess the skills, processes and tools necessary to deliver high-quality, accurate support for many of the leading brands and models of wireless infrastructure devices.

Table 2 shows a list of the standard manufacturers supported under VITAL's Wireless Management Service.

Table 2. Manufacturers Supported

Apple	Cisco	Proxim
Aruba	Motorola (Symbol)	Siemens
BelAir	ProCurve Networking by HP	Tropos

Why VITAL?

VITAL's Wireless Management Service is part of an even broader portfolio of Network Management Services offered by VITAL to deliver on-going support and management for traditional LAN/WAN and Unified Communications infrastructure. You can combine VITAL's Wireless Management Service with management of your routers, switches and unified communications equipment for a single point-of-contact for your entire environment. As a service-only, network support organization with decades of experience, an expansive portfolio of services and nationwide onsite coverage, VITAL is poised to accommodate all of your network needs as your business grows and changes.



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