

Monitoring & Management for LANs/WANs

Virtela's Insight Advanced Services consist of either Remote Monitoring or Remote Monitoring and Management (RMM) services for enterprises interested in out-tasking all or part of their LAN and WAN management. By out-tasking RMM to Virtela, organizations will benefit from a partner who is up-to-date on the latest technology and potential network issues offering a higher level of awareness of network performance and expedited problem resolution.

In addition to device up/down status, Virtela's Advanced Monitoring Services track and report on device health including port utilization, CPU usage, interface usage, memory, errors, unicast and non-unicast packets, and temperature. Virtela has immediate knowledge of an event or incident, as well as overall performance statistics for every monitored device including interface level details. Health reports are available through VirtelaViewSM, our online customer portal. Our Global Operations Centers (GOC) located in Mumbai, India and Denver, CO will identify problems by separating resulting symptoms from their source. The point of failure, or fault, for the identified problem is isolated in a root cause analysis by gathering and analyzing information correlated from multiple system sources and tools.

The problem, once identified, is corrected via troubleshooting included in Virtela's Advanced Management Services. The process could include escalation to third-party organizations such as carriers as well as dispatch for hardware repair or replacement. Virtela provides a business class service backed by comprehensive SLAs including uptime, outage notification, and billing accuracy. Through this full-service monitoring and management solution we provide our customers a single point of contact from issue identification all the way through the resolution.

As an option, Virtela provides network audit services, providing customers with a view of configuration, performance and interface information for all switch and router devices. Detailed reports show any vulnerabilities and misconfigurations as well as recommended actions to take. Using monitoring tools and best practice rules, Virtela can analyze the network identifying problems before they can cause an interruption to services, providing actionable feedback. This helps IT managers identify which devices are specifically having issues. Subsequent reports provide quantifiable comparisons to previous reports, indicating optimally performing resources and those needing attention.

Financial scrutiny, mission critical responsibility, security concerns, 24x7 uptime, and multi-vendor environments have created a more complex IT infrastructure with increased risk factors. A company's IT infrastructure is critical in obtaining and maintaining a sustainable competitive advantage. IT managers need to ensure optimal LAN and WAN network performance, rapid fault isolation, and security on a 24x7 basis for business continuity, a complicated and expensive undertaking. Therefore, companies are choosing to selectively out-task portions of their IT infrastructure's operations and management as a means to control costs, keep up with the latest expertise, and maximize uptime.

A major natural nutritional supplier is currently using Virtela's Advanced Monitoring and Management solutions to manage their LAN and WAN switch and router equipment for all of their locations worldwide. By allowing Virtela to monitor and manage their network, they alleviated the need for IT staff to oversee the day-to-day management and troubleshooting so their employees can focus on other projects that will positively impact their business.



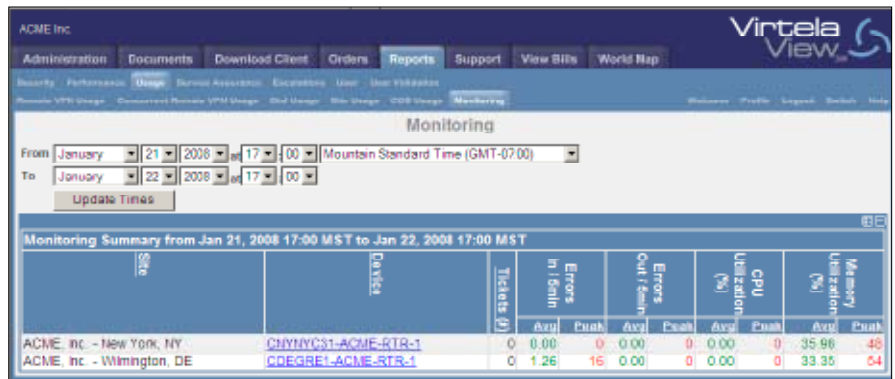
Key Benefits:

- Single point of contact for monitoring, management, and equipment break/fix
- 24x7 monitoring, management, and troubleshooting
- Web-based health reports on all devices down to the interface level
- Flexible offerings – you can out-task all or a portion of your network
- Device inventory reports
- Multi-vendor management
- Access vendor management option

Monitoring & Management for LANs/WANs

Virtela provides a fast and cost-effective avenue for augmenting your internal LAN and WAN operations. With global 24x7 capabilities and expertise, Virtela enables companies to selectively source portions of operations and management as a means to control costs, maximize uptime, and maintain technology leadership.

Reporting Examples



ACME Inc. Virtela View

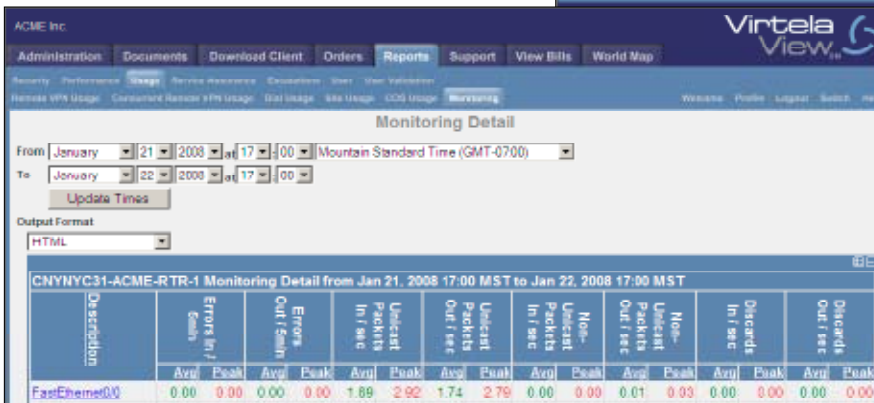
Administration Documents Download Client Orders Reports Support View Bills World Map

Monitoring

From: January 21, 2008 at 17:00 Mountain Standard Time (GMT-07:00)
To: January 22, 2008 at 17:00
Update Times

Monitoring Summary from Jan 21, 2008 17:00 MST to Jan 22, 2008 17:00 MST

Site	Device	Tickets (0)	Errors In / Sec		Errors Out / Sec		CPU Utilization (%)		Memory Utilization (%)	
			Avg	Peak	Avg	Peak	Avg	Peak	Avg	Peak
ACME, inc - New York, NY	CNYNYC31-ACME-RTR-1	0	0.00	0	0.00	0	0.00	0	35.96	46
ACME, inc - Wilmington, DE	DEGRE1-ACME-RTR-1	0	1.26	16	0.00	0	0.00	0	33.35	54



ACME Inc. Virtela View

Administration Documents Download Client Orders Reports Support View Bills World Map

Monitoring Detail

From: January 21, 2008 at 17:00 Mountain Standard Time (GMT-07:00)
To: January 22, 2008 at 17:00
Update Times

Output Format: HTML

CNYNYC31-ACME-RTR-1 Monitoring Detail from Jan 21, 2008 17:00 MST to Jan 22, 2008 17:00 MST

Description	Errors In / Sec		Errors Out / Sec		Unicast Packets In / sec		Unicast Packets Out / sec		Non-Unicast Packets In / sec		Non-Unicast Packets Out / sec		Discards In / sec		Discards Out / sec	
	Avg	Peak	Avg	Peak	Avg	Peak	Avg	Peak	Avg	Peak	Avg	Peak	Avg	Peak	Avg	Peak
FastEthernet0/0	0.00	0.00	0.00	0.00	1.89	2.92	1.74	2.79	0.00	0.00	0.01	0.03	0.00	0.00	0.00	0.00

About Virtela:

Virtela Communications Inc. delivers award-winning network and security solutions to many of the world's largest and fastest-growing multinational companies. Currently serving customers across six continents, Virtela's network reach spans more than 190 countries. Virtela's unique Global Service FabricSM offers the foundation for delivering critical applications via the company's acclaimed service methodology, with a services suite that includes MPLS and IP-based virtual private networks (VPNs), security services, remote monitoring and management of WAN/LAN infrastructure, and converged services (data, video, voice).

