



Network Directions

Company History

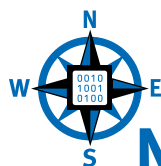
Started in 1999, Network Directions began providing network infrastructure support to small and medium sized businesses that increasingly relied on complex technology solutions. Simplifying the support and maintenance of the enterprise network was the primary goal for customers.

The company continued to grow beyond the 'Y2K' scare and into the new millennium, increasing its areas of expertise while focusing on customer service. Ensuring rapid response times and solid enterprise solutions helped customers improve the use of their technology investments while decreasing downtime and total cost of ownership.

Anticipating the growing needs of our clients, Network Directions in 2003 began an intensive shift away from on-call support to a Managed Service approach for providing comprehensive, 24x7 monitoring and support for all aspects of business networks. Preventing downtime and lost productivity is now the cost effective answer to mission critical networks. Today, Network Directions is a leading provider of proactive technology support, monitoring, and managed services.

The Technical Details

- Servers are monitored using a small software agent. Reboots of servers are not required during installation.
- Windows Event Logs and WMI services are monitored in 5 minute intervals.
- Detailed level statistics available for Microsoft Exchange, SQL Server, IIS, ISA, and Terminal Server.
- Monitoring of routers, switches, UPS's, printers, etc., via SNMP.
- We can monitor **anything** that is SNMP compliant.
- All data is pushed out to the central monitoring server using HTTP and HTTPS. No paths are open through the firewall.
- Alerts are sent via SMTP and numerical pager. 3 levels of escalation can be configured based on time of day and day of week.
- Customers have full access to monitoring interface for reporting and status.



Network Directions

What direction is your business growing?

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What direction is your business growing?

REMOTE MONITORING

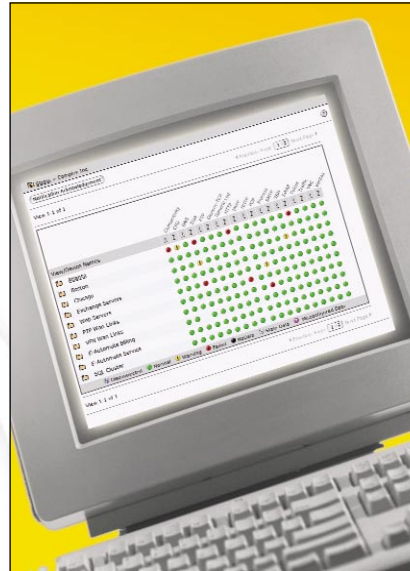
- **Are weekend or overnight problems resolved before the start of the next business day?**
- **Do you always know that your important company data was safely backed up overnight?**
- **When do you know your network has a virus — before or after a crash?**
- **Are you concerned that you have no pre-warning before your network crashes?**
- **Are you ready to put the anxiety of network surprises behind you?**

Network Directions' Remote Monitoring

revolutionizes network support for small and medium sized businesses. Powered by the Internet, Remote Monitoring monitors your servers and network components 24x7, alerting technicians when a problem occurs. Corrective action is taken before users are aware of a problem. Business owners and managers know their critical servers are being monitored. The end result: a sense of confidence that the network will remain stable and reliable without worrying when the next crash will occur.

Benefits

- Constant oversight of servers and critical network components.
- Proactive management of issues and problems.
- Real-time reporting of the health of the network.
- Track response times and custom application performance.
- Improve productivity with real-time troubleshooting.
- Better sleep at night.



Overview

Remote Monitor is our flagship network monitoring service that provides availability, performance reporting, and service management for your business network through proactive status notification, escalation and performance reporting.

Network Monitoring made simple and easy

- Monitor the health of your servers and network 24x7 with or without on-site support staff.

System and OS Level Metrics

- Monitor all critical systems and OS level metrics, such as CPU, Hard Disc Drive (HDD), and service level usage levels.
- Monitor active processes and/or Windows services and hardware metrics.
- Configure notification for specific events logged by the Windows Event Viewer.
- Agents for Linux, Windows 2000, NT, 9X, Solaris, and Novell operating systems.

Bandwidth Monitoring

- Track network utilization and define performance thresholds across WAN and LAN links.

Status & Reporting

- At-a-glance service status via easily understood icons.
- User defined reports in PDF or CSV formats easily downloaded or automatically e-mailed.

- Chicago
- Exchange Servers
- Web Servers
- PTP Wan Links
- VPN Wan Links
- E-Automate Billing
- E-Automate Service
- SQL Cluster

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