

Managed Network Assurance

Proactive monitoring, analytics and remediation across hybrid environments. Technical engineers ensure continuous visibility of key services, network performance and server performance.



Features and Benefits

- Single point of accountability for network assurance monitoring
- Expert-led incident response and root-cause analysis
- Predictable costs with managed service model
- Actionable insights delivered as clear reports and recommendations
- Continuous optimisation aligned to business requirements
- Enhances SLA assurance with accurate performance metrics
- A cost-effective solution achieving a rapid ROI
- Scalable service that grows with business demand
- Remediation advice from experienced technical engineers
- Proactive performance management prevents service disruption

Services

- Managed support for businesses of all sizes
- Proactive monitoring of deployed Netscout infrastructure.
- Investigation and mitigation of identified system issues.
- Act as first line support for Break/Fix issues
- Early detection of network anomalies and service degradation that impact the Netscout solution.
- Total Incident management through vendor's portal until the issue is resolved.
- Plan and implement system upgrades to deployed infrastructure as required
- Perform new component deployment Implementation and integration (e.g. new probes etc).
- Perform system tuning for performance monitoring (e.g. deciphering rates)
- Standard support hours 09h00 – 17h00 (Monday – Friday)
- Enhanced support hours available at additional cost
- Flexible service tailored to the needs and priorities of your organisation.



Sectors

Finance & Financial Services
Telecommunications
Government & Health
Retail



Contact

contact@brookcourtsolutions.com
+44 1 (0) 1737 886 111