



Remote network expert

Your network, Our responsibility, around the clock, around the globe.

Highlights

Out-task your network daily operations and management

Reduce the cost and time required for network management

Highly customisable – pay only for the services you use

View your network's performance online in real time via the webCenter

Fully supported change management service

Proven IBM technology

High quality expert service guaranteed

Integrates with most network environments

Grows with your company

Fixed cost services.

Put your network in the hands of experts

Managing networks in a complex multi-vendor LAN/WAN environment is a time consuming job. High availability is essential and depends on companies having the ability to pre-empt problems before they arise. Unfortunately many companies do not have the time, resources or technical expertise to address the huge challenges presented by network management.

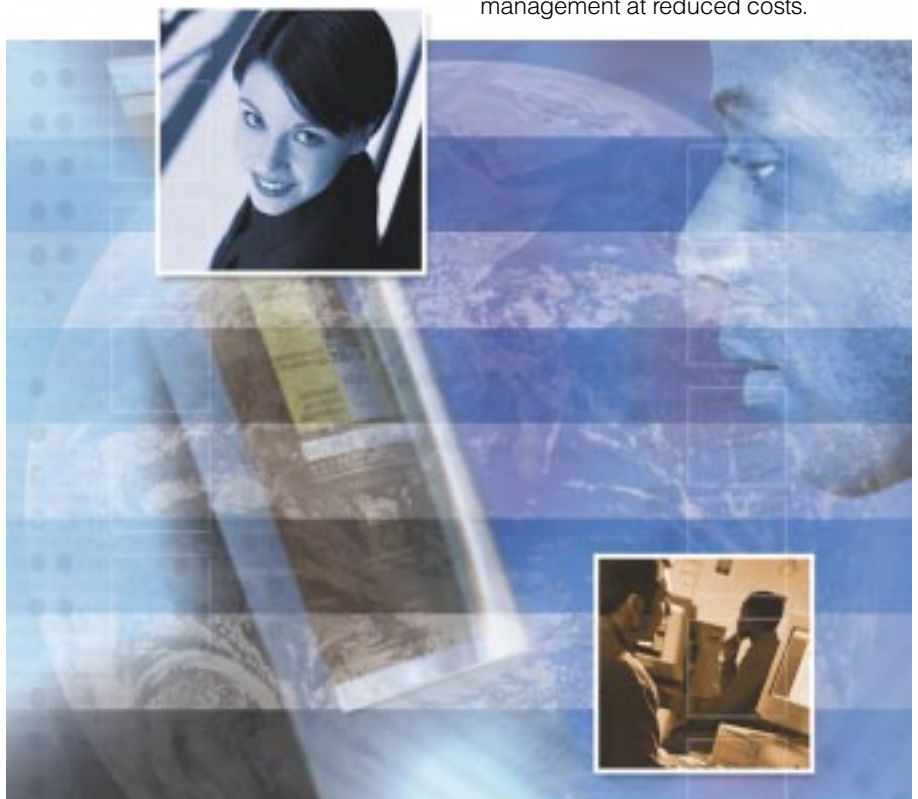
IBM's *Remote network expert* is a comprehensive solution to your network management needs. This exclusive out-tasking solution combines powerful software with an expert monitoring service that can track your network's performance and maximise availability at a fixed cost.

The *Remote network expert* suite of network management solutions includes Monitoring, Performance Management, Change Management, Problem Management and Configuration Management services for all SNMP devices. These services are provided via an IBM -managed Network Operations Center (NOC).

It also features *webCenter*, a unique Internet based service which provides customers with real time online access to important technical and management information about their networks.

The benefits of out-tasking

Out-tasking the management of your networks using *Remote network expert* will allow you to concentrate resources on more strategic and rewarding tasks, while your network benefits from expert management at reduced costs.



Remote network expert will improve your visibility and knowledge of just how well your network is operating. This can provide an exclusive insight not available with any other solution.

Reduce the cost of managing your network

This suite combines powerful performance management tools with an expert monitoring service. IBM's Network Operations Center staff will monitor your network, provide information and alerts if anomalies such as equipment or facilities failure, excessive traffic patterns and network overloads occur. You can concentrate on your core role, confident in the knowledge that the full weight of IBM's expertise is supporting your network.

Pay for what you use and nothing more

Remote network expert is a fully scalable and flexible solution that grows with your company. Customers can subscribe to an entry level package that scales all the way through to an end-to-end network management solution. It can meet your organisation's budget restrictions and still allow you to add more services as your company's needs expand.

Fully customisable

You can also customise the solution to your company's needs choosing from five main options according to your network requirements as well as flexible coverage. The available options are:

Package 1	Monitoring only	Detection and notification of network anomalies
Package 2	Performance Management only	Collecting and displaying performance information to identify problems and take corrective action.
Package 3	Monitoring and Performance Management	As package 1, plus package 2.
Package 4	Monitoring, Change Management, Problem Management, Configuration Management	Detection and notification of network anomalies; assistance in formalising change management processes, moves and changes; intelligent use of human resources, procedures, troubleshooting methods and diagnostic tools to eliminate problems; production of complete LAN/WAN devices map.
Package 5	Monitoring, Performance Management, Change Management, Configuration Management, Problem Management	As package 4 plus package 2

Whichever package you choose, you will have an IBM expert on hand to help resolve network problems.

Highly integrable

All SNMP compliant devices are supported, including servers, bridges routers, LAN Switches, Hubs and desktop devices. Whatever your network setup, *Remote network expert* will help you maintain a highly available integrated system.

IBM will work directly with your business to create a Change Management process that minimises risks and ensures accurate configuration and inventory information, necessary as your network evolves.

Your network is our responsibility.

Keeping pace with evolving network environments

Remote network expert not only lets you know when problems arise, it progressively develops a body of knowledge about your company's needs. You will be fully supported throughout the changes associated with fast evolving networks.

For more information

To learn more about *Remote network expert* and IBM Global Services contact your IBM sales representative (or Business Partner, if applicable) or visit:

ibm.com/services



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