

NETmon – Network Monitoring and Alert Service



Nexus Open Systems are pleased to announce the launch of NETmon, a fully featured Computer LAN & WAN monitoring and alerting service. NETmon is available as a standalone service or can be supplied as part of an Unlimited Telephone and Remote Dial in Support contract.

A dedicated rack or tower based support server supplied by Nexus manages the NETmon service. The server is licenced to run Windows 2000 Professional and specialist Network Monitoring and Alerting Software capable of monitoring millions of devices, services and logs, 24 hours a day, seven days a week.

The server will send out active alerts by e-mail or SMS message to specified groups and individuals, informing you of the specific error or fault that the system was programmed to monitor.

Active monitoring features:

Among the many checks it can do, NETmon can monitor any TCP service, ping a host, retrieve an URL, check the available disk space, check integrity of your files and web site, test your SQL servers and other network services, and much more.

The NETmon service checks network devices at regular intervals and takes pre-defined actions if a device does not respond. It can provide visual and sound warnings, send an email message to a mailbox, pager or mobile phone, execute external programs, restart services, reboot local or remote computers, etc.

*NB: 1 day of Pre-Planned RTS is required to install and customise the NETmon service (Per Customer)

Active reporting features:

NETmon can generate test result log files, reports and even update your intranet. It can provide different log file detail levels and log file formats and can be configured to suit your specific needs. Also the service includes a Log Analyzer that can illustrate separate information for each tested host. The Log Analyser can collect statistical information and show graphs of all request times for specific time periods for all or individual devices. Using the statistical information an administrator can analyse request times for a specific device over a period of time.

Remote support features:

The NETmon server will run a Remote Access and Remote Control Service, which will allow both the customer and the Nexus Technical Support team to gain entry to the network for fault analysis. The remote control service allows remote management of selected primary network devices.

NETmon Benefits:

- A managed network monitoring service at an affordable price.
- Network administrator's vigilant 24 Hour Assistant!
- Administrative overhead is reduced - the administrator doesn't need to check services manually.
- Network downtime is reduced by the prompt response to hardware and software failures.
- Remote Access and Device Remote Control service externally managed.

NETmon Highlights:

Monitor:

- Any IP/SNMP based device
- TCP services including Web sites and mail servers etc.
- Free disk space
- Database / SQL server connectivity
- NT/Win2K process availability
- NT/Win2K services & event logs

Alert:

- Any log file entry
- Report publishing and automatic timed status updates
- Email alerts to groups and individuals
- SMS messaging to groups and individuals

Control:

- Remote access facility for support and diagnostics
- Remote control facilities for primary equipment
- Central storage location for service packs, drivers and technical documentation
- Facility to review backup status and logs

Notes:

The remote access facility will require a dedicated analogue or digital ISDN/2e phone line with direct dial in. The server will remain the property of Nexus Open Systems Limited and will be located at the customer's premises for the duration of the contract.

Retained Technical Services (RTS) Agreement			
Customer		Contract No	
Primary Address		Contract Type	
		Start Date	
		Renewal Date	
		Quote Ref	

Unlimited Technical Helpdesk and Dial-in Support

Including NETmon – Network Monitoring and Alert Service



This RTS agreement provides the terms and conditions of a retained technical service agreement between the Customer and Nexus Open Systems Ltd.

- 1 The Customer purchases a 1 year Unlimited Technical Helpdesk agreement paid “quarterly in advance” which provides unlimited access to the Nexus Helpdesk. The minimum unit is one quarter. The Customer may then place a technical support call on Nexus for any suitable technical fault or issue. The service provides a first line of contact for all faults or technical enquiry and means of resolving the problem over the phone or by dialling into the Customers system. Other more urgent faults may be resolved by other support contracts such as 8-Hour Response or Planned RTS.
- 2 The Customer may call the Nexus Helpdesk Number (01392 667570) and place any technical enquiry. Nexus will log the call with the Customer in our helpdesk system and a call reference will be passed to the Customer. Nexus will then attempt to resolve the enquiry or fault by remote means, with the ability to escalate support to on-site RTS if in place. If the Customer agrees that an on-site response is appropriate Nexus will arrange 8-Hour or Planned RTS time to remedy the fault or provide any other technical service.
- 3 “Working hours” are defined as Monday to Friday, 9am to 5:30pm excluding English bank holidays.
- 4 The Customer may request a statement of any active or historical support contracts held with Nexus Open Systems. Should the amount of time banked go under 2 hours then the Customer will automatically be sent a statement of the contract.
- 5 The customer shall provide as much technical assistance as requested by Nexus and provide all materials and related products associated to the support issue.
- 6 Faults may be dealt with as separate incidents if logged independently generating their own 8-hour response requirement. If Nexus have available manpower all attempts will be made to accommodate the Customers needs.
- 7 Nexus will at all times endeavour to provide the necessary skills to both respond and remedy the fault. However, it should be noted that from time to time due to the nature of computer related faults we may be subject to external factors beyond our control that consequently delay resolving the fault.
- 8 At times deemed appropriate Nexus may require the assistance of a third party, such as a manufacturer, distributor or supplier of items/services associated with the fault. Nexus will inform the customer of this type of situation and make any instruction on the third party as suitable. Any such third party will have their own responses to issues raised, and therefore Nexus do not accept any responsibility for a third party not responding in a desirable fashion.



- 9 Nexus will make every reasonable attempt to find answers to your questions and solutions to your problems. However, we cannot guarantee that all defects will be fixed or that all of your questions or issues will be resolved. Our services are provided "as is" and all warranties regarding such services, whether express or implied, are hereby excluded, but not limited to the products fitness for purpose.
- 10 Nexus shall not be liable for any damages, including but not limited to any direct, indirect, special, incidental or consequential damages, resulting from the use of, or inability to use the software programs or hardware supported, even if Nexus has been advised of the possibility of such damages. This means Nexus is not responsible or liable for damages or costs incurred as a result of loss of time, loss of data, loss of anticipated profits or benefits resulting from the use of the hardware or software programs or loss of use of the software programs, or for damages or costs incurred in connection with obtaining substitute support services or substitute software, claims by others, or similar costs. No employee, agent or representative of Nexus is authorised to make any representation or warranty with respect to our RTS and any other services. Our RTS is provided on a best efforts basis to provide service and support the Customers computer and networking systems. Nexus reserves the right to modify or terminate support services during your subscription period, and to decline renewal of your subscription at the expiration of any plan period. Any unused support hours are forfeited by early termination of the contract by the customer.
- 11 NETmon – Network Monitoring and Alert Service
Nexus will supply a dedicated support server to monitor (24/7/365) pre selected network devices, services and event logs. This server will send out active alerts to specified groups and individuals ensuring errors or systems failures are addressed proactively.

*NB: A day of Pre-Planned RTS is required to configure the NETmon service (Per Customer)

*NB: Non-essential technical support calls or enquiries can be logged on-line at <http://www.nexusos.co.uk>
Customers may also request RTS statements on-line in advance of being automatically sent them by Nexus.

RTS (Telephone Support and NETmon) Authorisation			
			Please complete, sign and return one copy to Nexus
Customer		Contact 1	
RTS Type		Tel	
Qty ordered		Fax	
Quote Ref		E-mail	
Contract no.		Contact 2	
Cust. PO Ref		Tel	
Comm. Date		Fax	
Renewal Date		E-mail	
Nexus Authorisation		Customer Authorisation	
Name _____		Name _____	
Position _____		Position _____	
Date _____		Date _____	
Signature _____		Signature _____	
Useful numbers and contact details			



Helpdesk Telephone Number 01392 667570 Head Office Telephone Number 01392 205095 Head Office Fax Number 01392 205096		Web : http://www.nexusos.co.uk Email : support@nexusos.co.uk	
Name		Name	
Work Phone	01392 205095 ext	Work Phone	01392 205095 ext
Mobile Phone		Mobile Phone	
Email		Email	

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