

## DID YOU KNOW? *Most networks have correctable performance problems.*

Many IT professionals aren't aware of the risks that their business could be facing until a problem occurs. FirstLight Network and Enterprise Monitoring allow business customers to understand their entire network infrastructure, inside and out. FirstLight's monitoring platform ensures that when issues arise, they can be diagnosed and corrected quickly, with a minimal upfront investment – and nearly immediate results.

### FirstLight Monitoring Enables Our Business Customers to:

- Understand the entire network – internally and externally
- Multi-vendor compatibility ensures all of your equipment can be supported for a true single-pane-of-glass approach
- Resolve issues faster, reducing costly downtime
- Fully understand the current and past state to accurately plan
- Manage utilization and capacity effectively
- Customized alerts to notify when a key incident is happening within the network via email or SMS



#### SEE IT

Gain insight into performance in a single portal



#### KNOW IT

Understand when and how to take action with customized alerting



#### REPORT IT

Know your network's performance over time to plan for the future

	Network Monitoring FirstLight IP Network	Enterprise Monitoring Your Entire Network Infrastructure
Level 1	<ul style="list-style-type: none"> <li>■ Web portal to view network resources</li> <li>■ Dashboard to view all Internet service interfaces</li> </ul>	<ul style="list-style-type: none"> <li>■ Node/port/circuit status</li> <li>■ Bandwidth usage statistics per node interface</li> </ul>
Level 2	<ul style="list-style-type: none"> <li>■ All level 1 features</li> <li>■ Alert on device status</li> <li>■ Alert on bandwidth usage</li> </ul>	<ul style="list-style-type: none"> <li>■ Alert on interface errors and drops</li> <li>■ Alert on interface status</li> </ul>
Level 3	<ul style="list-style-type: none"> <li>■ All level 1 and 2 features</li> <li>■ Ad-hoc historical reporting</li> </ul>	<ul style="list-style-type: none"> <li>■ Email scheduled reports</li> <li>■ High level network topology map detailing device status</li> </ul>

### Why Network Monitoring is Important

#### Understand when the network has an issue

Many companies don't realize when they have an issue until it is too late: getting a full picture of network performance before problems arise can prevent costly downtime and unplanned interruptions.

#### React quickly when there is a network incident

Knowing immediately when your network faces an issue allows you to react and adjust quickly, so that the business can keep running, without interruption.

#### Identify issues correctly and in a timely fashion

Failure to monitor the network makes it impossible to accurately gauge performance. A proper baseline enables you to react and adjust quickly.

#### Enable accurate performance measurement

Understanding data utilization helps you to make better choices for its operation. An effective and accurate dashboard with immediate performance measurement updates allows for making critical decisions to improve performance in real time.