

# Bytes NETWORK MONITORING SERVICES

## The true early warning system from Bytes Security Partnerships

Many managed service offerings come with built-in monitoring systems that measure firewall performance. These systems are designed to alert if firewalls are up and running and to act as an early warning system in the event of a failure. However, they often lack any real insight.

Bytes Managed NOC is an intelligent alerting services which predicts and prevents firewall issues, drastically reducing system downtime and its associated business costs. It provides a real actionable early warning system on security performance to keep customers' infrastructures running optimally.



### A monitoring service with more byte

The Managed NOC Service adds both real human insight and analysis and tailored network KPI activity tracking to the standard up/down system alerts.

**With Managed NOC customers pay the cost of out of the box automated outage reporting and receive the added benefit of bespoke network performance tracking and expert human analysis behind alerts.**

### How it works

With 16 years of experience in dealing with support calls of the highest levels, the **Bytes Security Partnerships engineering team** has developed significant intellectual property around the background indicators which precede support calls and system failures.

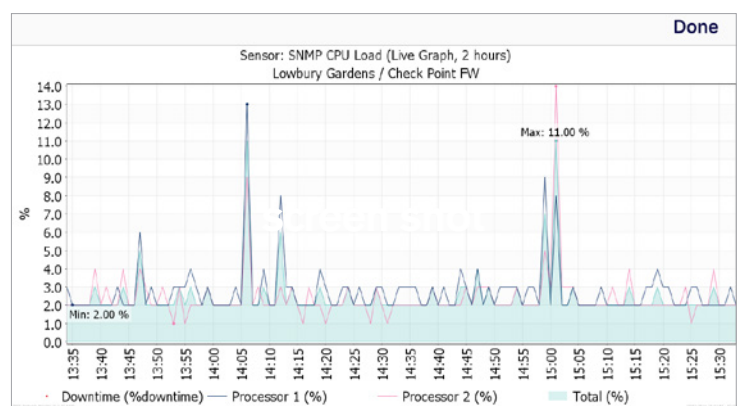
From this knowledge our engineers created **Managed NOC** an early warning monitoring system that monitors security estate performance and notifies IT teams of potential issues before they happen.

### Features

- **Monitors performance as well as availability**
- **Automated alerts on outages 24x7**
- **Alerts backed by expert analysis & advice**
- **Report on historical performance**
- **Wide range of supported devices and systems**

### Benefits

- **Maximise uptime & firewall performance**
- **Early warning of issues to prevent outages**
- **Reduce fault resolution times**
- **Spots abnormal patterns over time**
- **Aids in capacity planning for business growth with real data**
- **Zero CAPEX and training costs**



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## What is Managed NOC?



**Automated alerting** on outages and performance KPIs/ issues



**Parameters measured** tailored around each customers' individual priorities



**Alerts backed by human analysis** and remediation advice to add real value



**A wide variety of key firewall and system KPI's** are tracked and monitored



**'Normal' firewall behaviour is learned** and usual usage established



**Spots and alerts** when patterns deviate from the norm



**Early warning system** predicting a future system outage

## Visibility when it matters - find incidents before they happen

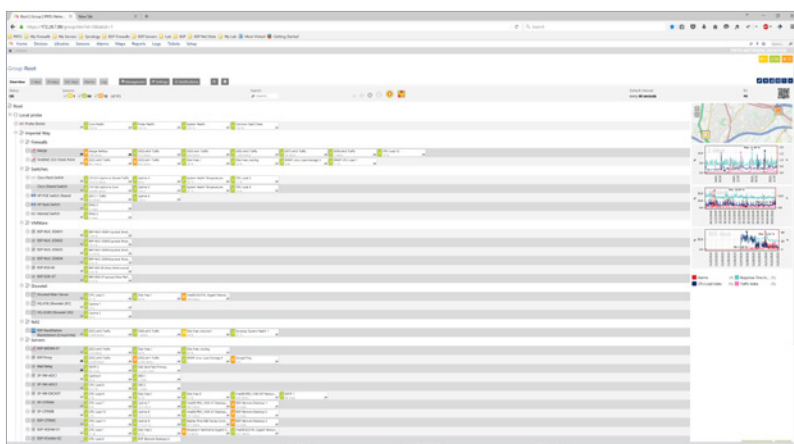
By tracking common outage predictors, Managed NOC helps customers identify issues far earlier. Notification typically occurs days, weeks and in some cases months before incidents. This is possible because of the wide variety of unique trigger points that Managed NOC continually observes.

## More than just machines

Alerts are backed by human analysis and advice on issue-cause with potential resolution from Bytes expert engineers. They sanity check the automated alert information, initiate contact with IT teams to provide advice and provide useful background information to help customers find the right resolution to the problem, quickly. Customers work with tangible vetted information, not raw data, enabling them to resolve issues faster.



Imagine your Firewall stopped passing traffic, but your basic monitoring hasn't alerted you and the firewall is still up and running. **With Managed NOC, you are alerted the moment traffic is blocked with engineer advice on probable cause.** So, you know there is a problem, where it is and the most likely cause. And all before the firewall is officially 'down'.



## Use Cases

Not just about alerting whether your security infrastructure is up or not. Triggers and alerts are designed to add value in areas such as;

- **Capacity planning**
- **Firewall performance management**
- **Network visibility & rogue behaviour detection**
- **Mapping underlying system trends**
- **Improving issue resolution time**
- **Setting performance benchmarks**

To discuss Managed NOC further, please contact your Bytes Security account manager on:  
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