

NETWORK MONITORING SERVICES

Bytes Managed NOC is an intelligent alerting service which predicts and prevents firewall issues, drastically reduces system downtime, and its associated business costs. It acts as an actionable early warning system on security performance, to keep client's infrastructures running optimally.

A Monitoring Service with More Bytes

The Managed NOC Service combines both human insights and analysis, and tailored network KPI activity tracking to the standard up/down system alerts.

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

Benefits

- Maximise Uptime & firewall performance
- Receive Early warning of issues to prevent outages
- Reduce Fault Resolution Times
- Spots Abnormal Patterns over time
- Aid Capacity Planning for business growth
- Zero CAPEX and training costs

How it Works

With 16+ years of experience in dealing with support calls of the highest levels, Bytes 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.

As part of Firewall Management Services, our certified engineers provide the following services.



Parameters Measured
and tailored around client's individual priorities.



Automated Alerting
on outages and performance KPIs/ issues.



Alerts Backed by Human Analysis
and remediation advice to add real value.



Early Warning System predicting a future system outage.



Firewall Behaviour is Learned, and usual usage established.



Variety of Firewall and System KPI's are tracked and monitored.



Alerting when patterns deviate from the norm.

Visibility When it Matters

By tracking common outage predictors, Managed NOC helps customers rapidly identify issues, sometimes months before an incident. This is down to the wide variety of unique trigger points that Managed NOC continually observes.

Imagine your Firewall stopped passing traffic, but your basic monitoring has not alerted you, and the firewall is still up and running. With Managed NOC, you are alerted the moment traffic is blocked with engineer advice at the ready.



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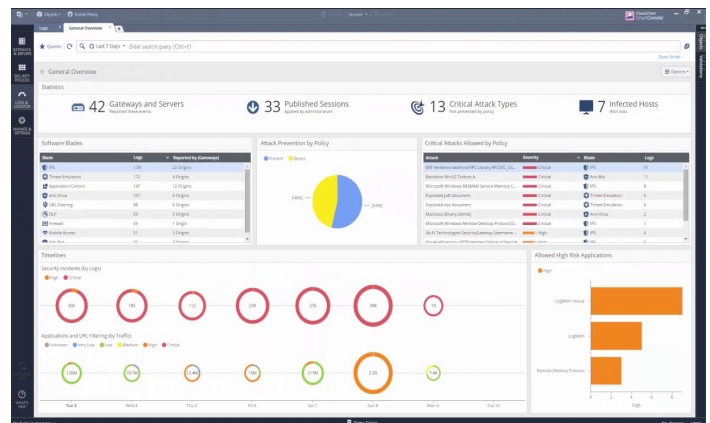
More Than Machines

Alerts are backed by expert human analysis and advice on issue-cause, with potential resolution provided by Bytes expert engineers. These engineer's sanity-check the automated alert information, initiate contact with IT teams to provide advice, and provide contextual information to help customers find the right resolutions promptly. Customers work with tangible vetted information, not raw data, enabling them to resolve issues faster.

Use Cases

Triggers and alerts are designed to add value in areas including:

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



Have a question? We would love to hear from you.

Reach us

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