

Network Management

A Fully-Managed Extension of Splice RMM

Network Management



Splice's Remote Network Monitoring and Management solution, combines our 24x7x365 team of certified technicians with the powerful and robust monitoring software. Splice provides our clients with a complete network management solution, providing 24x7 monitoring, proactive troubleshooting, issue remediation and robust reporting.

SUPPORT ENTIRE NETWORKS, NOT JUST ENDPOINTS

Splice's Network Infrastructure Management empowers our team and our clients to capture a greater view of the environments we are supporting. We can extend our support capabilities beyond traditional endpoint management to support routers, switches, firewalls, Wi-Fi controllers, Wireless Access points and more. The Splice solution greatly simplifies network management by combining a powerful software solution with a simplified user interface, real-time network mapping capabilities as well as a multitude of customizable features, benefits and key performance indicators (KPIs).

SCALE with a FULLY-MANAGED SOLUTION

With Splice's Network Monitoring solution, our technicians monitor and remediate nearly all critical and actionable alerts — representing up to 65% of all network alert traffic — and will filter remaining alerts so you'll only be notified when an action is actually needed. You'll have far fewer alerts to deal with, and you won't have to hire specialists or network engineers to manage the tool.

CENTRALIZED MONITORING and MANAGEMENT of NETWORKS and ENDPOINTS

The Splice network monitoring and management empowers our technicians to manage alerts and tickets for all endpoints and networks from one portal, and single-source billing from Splice simplifies the payment process and helps save you valuable time. Our clients have access to our robust portal and reporting offering to review network statistics and details as required and in real time.

Network Management



FEATURES OVERVIEW

NETWORK MONITORING

ALERTS & NOTIFICATIONS

Stay on top of important events on your network with both preconfigured and customizable alerting.

SERVICE MONITORING

Inventory and monitor the services running on nearly any device on your network.

CONTEXT – AWARE DATA

Get relevant and actionable information tailored to each device type.

RICH STATISTICS

Understand and improve the stability of your network with usage and health stats.

LIVE & HISTORIC DATA

View network performance as it happens with 60-second polling or dive into detailed logs. We offer 2 minute 2 minute availability polls and 5 minute data polls, retaining aggregate data for 2 years.

NETFLOW DATA & ANALYTICS

Gain real-time visibility into network traffic. Powered by Kentik.

REMOTE MANAGEMENT

IN-APP TERMINAL

Secure accessibility for any Telnet or SSH-enabled device on the network — from anywhere.

PASSWORD MANAGEMENT

Customizable password and credential management for all client software and devices.

REMOTE BROWSER

Ability to log into any device's web interface directly from the Splice Dashboard.

Network Management

FEATURES OVERVIEW

TROUBLESHOOTING

NETWORK EVIDENCE

Ability to instantly view any device on the network.

CONTEXT – AWARE DATA

All technical debugging data required, collected in one easy-to-access location.

LIVE & HISTORIC DATA

Instant restorable configurations from previous version history.

NETFLOW DATA & ANALYTICS

Monthly, quarterly and annual analysis and recommendations for improving the performance and stability of the client's network.

TROUBLE TICKET and AVAILABILITY REPORTING

Robust and customizable reporting availability for critical alerts and devices.

| Ticket | Time | Sev | Item | Opened | By | Child | Machine(s) | Problem |
|--------|------------------|----------|-------|-----------------------|---------------|-------|------------|--|
| 132545 | 14 days 15:48:57 | critical | false | Mon 09/29/14 06:39 PM | iss@glass.net | 6 | NOC-2-PCT | NOC-2-PCT Port 01 (PCT EG03 - NOC Test) RED at Mon Sep 29 16:38 EDT |
| 145210 | 02:34:22 | medium | false | Tue 10/21/14 11:05 PM | iss@glass.net | 4 | 0 machines | OSM(S) for NOC-PCT@skundege at Tue Oct 21 23:05 EDT |
| 145469 | 00:05:22 | medium | false | Tue 10/21/14 10:47 PM | iss@glass.net | 2 | 0 machines | Leighton-ASR to 610/7 (Trunk to gateway2) in - R1 Bandwidth > 75% RED at Tue Oct 21 22:25 EDT |
| 145466 | 03:11:15 | medium | false | Tue 10/21/14 10:29 PM | iss@glass.net | 6 | 0 machines | BRCFW-External Fa1/07 (Trunk to Seachange VPN via 236 to Pencil 3560) RED at Tue Oct 21 20:54 EDT |
| 145464 | 03:34:49 | medium | false | Tue 10/21/14 10:06 PM | iss@glass.net | 6 | 0 machines | Stroudsburg_1-PCT Ping RED at Tue Oct 21 19:56 EDT |
| 145463 | 03:37:22 | medium | false | Tue 10/21/14 10:03 PM | iss@glass.net | 23 | 4 machines | OSM(S) for NOC-PCT@skundege at Tue Oct 21 22:03 EDT |
| 145444 | 04:23:26 | medium | false | Tue 10/21/14 09:09 AM | iss@glass.net | 9 | 1 machine | Ephrate-netguard GenRunning RED at Tue Oct 21 9:06 EDT |
| 145415 | 18:39:07 | medium | false | Tue 10/21/14 07:01 AM | iss@glass.net | 4 | 1 machine | RF10-PoconoSummit1 g0/12 S8 RED at Tue Oct 21 6:44 EDT |
| 145414 | 07:29:09 | medium | false | Tue 10/21/14 07:01 AM | iss@glass.net | 3 | 0 machines | Manafest-PCT Ping RED at Tue Oct 21 6:42 EDT |
| 145413 | 18:39:13 | medium | false | Tue 10/21/14 07:01 AM | iss@glass.net | 3 | 0 machines | Stroudsburg_5-PCT Ping RED at Tue Oct 21 6:44 EDT |
| 145412 | 07:55:27 | medium | false | Tue 10/21/14 06:27 AM | iss@glass.net | 10 | 0 machines | Stroudsburg_3-PCT Ping RED at Tue Oct 21 6:22 EDT |
| 145292 | 00:56:59 | medium | false | Tue 10/21/14 05:08 AM | iss@glass.net | 5 | 0 machines | Pocono-Ph-3560:00/40 (MRV Chassis) RED at Tue Oct 21 5:06 EDT |
| 145288 | 00:56:37 | medium | false | Tue 10/21/14 03:35 AM | iss@glass.net | 7 | 2 machines | Pocono-Ph-3560: PoconoSummit Trng |
| 145285 | 22:22:11 | medium | false | Tue 10/21/14 03:18 AM | iss@glass.net | 37 | 2 machines | EPH-Bip-Daney-Rack2-SaRec2-05R4530 General Alarm RED at Tue Oct 21 3:16 EDT |
| 145281 | 00:56:03 | medium | false | Tue 10/21/14 03:02 AM | iss@glass.net | 5 | 0 machines | Pocono-Ph-3560:00/40 (MRV Chassis) RED at Tue Oct 21 3:00 EDT |
| 145280 | 00:54:39 | medium | false | Tue 10/21/14 03:01 AM | iss@glass.net | 5 | 0 machines | Pocono-Ph-3560:00/40 (MRV Chassis) RED at Tue Oct 21 3:00 EDT |
| 145269 | 01:44:03 | medium | false | Tue 10/21/14 02:39 AM | iss@glass.net | 6 | 0 machines | Newberry-netguard GenRunning RED at Mon Oct 20 8:38 EDT |
| 145267 | 01:44:29 | medium | false | Mon 10/20/14 07:29 AM | iss@glass.net | 6 | 0 machines | Duncannon-netguard GenRunning RED at Mon Oct 20 7:26 EDT |
| 145256 | 07:46:29 | medium | false | Mon 10/20/14 12:13 AM | iss@glass.net | 12 | 0 machines | PTD-PCT Blue Mtn SW (Port10) RED at Mon Oct 20 12:12 EDT |
| 145245 | 16:50:02 | medium | false | Sun 10/19/14 04:33 PM | iss@glass.net | 14 | 0 machines | EPH-Bip-Fox-News-Rack11-SaRec11-09850 Box Authorization (4 + authorized) RED at Sun Oct 19 16:28 EDT |
| 145232 | 16:22:48 | medium | false | Sun 10/19/14 12:53 PM | iss@glass.net | 11 | 0 machines | EPH-Bip-Fox-News-Rack11-SaRec11-09850 Box Authorization (4 + authorized) RED at Sun Oct 19 12:48 EDT |
| 145173 | 1 days 15:09:09 | medium | false | Sat 10/18/14 01:33 PM | iss@glass.net | 4 | 0 machines | EPH-Bip-PCH-Rack11-SaRec2-09850 Box Authorization (4 + authorized) RED at Sat Oct 18 13:28 EDT |
| 145136 | 16:25:11 | medium | false | Fri 10/17/14 06:20 PM | middletn | 2 | 0 machines | red ipDeviceTest in interval from leap sponge10 => All nodes on skundegeMfR05PK1-5 are red |

Network Reports My iGLASS

Network Average Availability: Nov

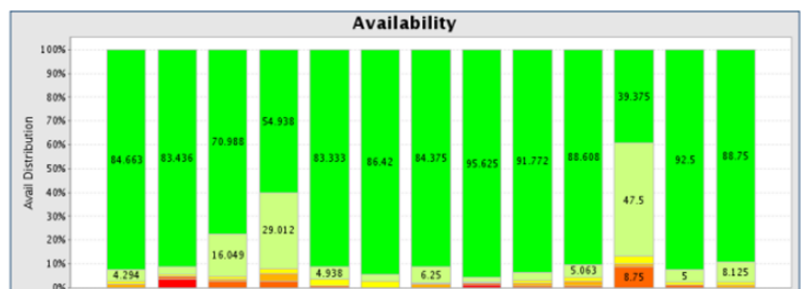
Exclude times that devices were in Maintenance: Yes No

by Group by Location

Network Average Availability: ISS-sales - page 1

| Name | Nov | Oct | Sep | Aug | Jul |
|--|---------|---------|---------|---------|---------|
| ALL byGroup (all availability points) | 99.999 | 97.650 | 99.993 | 99.990 | 99.998 |
| db | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 |
| network | 100.000 | 91.468 | 99.977 | 99.970 | 100.000 |
| pbx | 100.000 | 100.000 | 100.000 | 100.000 | 100.000 |
| power | 100.000 | 100.000 | 99.999 | 99.999 | 99.998 |
| servers | 99.999 | 100.000 | 99.992 | 100.000 | 100.000 |
| web | 99.999 | 99.990 | 99.999 | 99.996 | 99.994 |
| DELETED (devices that have been deleted) | --- | --- | --- | --- | --- |

Yellow highlighting: availability < 99.9% • Red highlighting: availability < 99.5%



Network Management

SPLICE NOC SUPPORT

The Splice NOC will notify the client of issues, perform remote troubleshooting, and restart devices when needed. All monitoring tickets will be integrated into and available in the Splice portal. Splice's NOC will remediate almost all critical alerts (~65% of all network alerts) and filter the remaining alerts so you see only the ones that require action by you.

7 Critical Alerts will be managed by the NOC:

- HIGH BROADCAST TRAFFIC
- HIGH MEMORY UTILIZATION
- HIGH CPU UTILIZATION
- HIGH INTERFACE UTILIZATION
- PACKET DISCARD (s)
- PACKET ERROR (s)
- HARDWARE FAILURES
- ACTIVE DIRECTORY ISSUES

Alert parameters and escalations processes are completely customizable based on our clients technology or business requirements.



[Learn More](#)

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