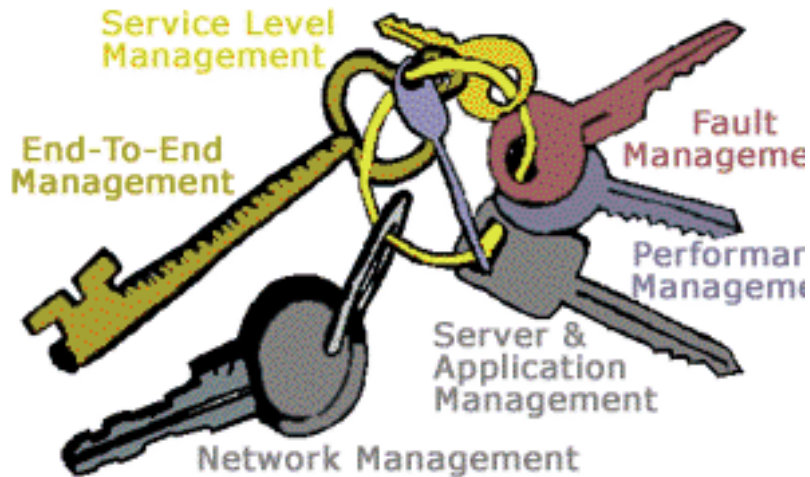


Service Providers

As a service provider, your concerns and efforts have always focused on devising and delivering profitable services at minimal time-to-market. You constantly seek to introduce attractive new service offerings to gain control over a substantial and sustainable market share. You consistently strive to reassure your customers of the dependability of your service and gain their unwavering loyalty. You unceasingly aim to bury costs by eliminating inefficiency and minimizing routine manual labor. And just as importantly, you take great pains to postpone capital spending until it is absolutely necessary.

You always feel the need to take the extra mile - for example, to go further than conventional service level commitments, and provide instant customer analyses and reports in real time, as well as a host of other value-added offerings - to set your service apart from the competition.



Network Management

With a diverse range of network technologies and protocols spanning across your network as well as your customers networks, you may face unexpected network issues, such as downtime, unavailability of services, poor performance, etc. MAX Everest, comprehensive and reliable network management software, empowers you to tackle the network management concerns by providing a single point of solutions for all these diverse elements. Among others, it employs:

- Proactive network device management
- Auto-topology discovery
- Bandwidth management
- Traffic Management



Server and Application Performance Management

MAX Everest monitors and provides real-time visibility into diverse set of servers and mission-critical business applications. With close integration of the network, server, and application performance parameters, the MAX Everest reports and views provides powerful analytical data for the operator to find the root cause of the any future problems and help them to proactively address them.



SERVICE LEVEL MANAGEMENT

MAX Everest SLA module allows you to set and monitor SLAs based on the QoS that you are offering to your customers with different customer service levels. Whenever there is a service degradation or breach, MAX Everest can automatically send notifications, such as Email, SMS, Beep, etc. to your operators. Further, it can automatically escalate it to the higher levels of management to ensure higher customer satisfaction.



Customer Views

MAX Everest provides grouping of the network resources into multiple customers in a single system, but still catering to the different access levels of different customers.

Each customer can have their own set of reports and views catering to their specific needs, without impacting the services of the other customers.



DISTRIBUTED MONITORING

MAX Everest has distributed, but data centric, architecture. It provides local as well as remote monitoring of the customer premises equipments (CPE) and can additionally monitor the internal network of the customer using remote pollers installed in the customer network. It stores the data being in the centralized database repository connecting over secure, compressed and multi level backup Web-based gateways to the network.

A scalable architecture ensures that your monitoring system can be scaled up incrementally with the growth in your customer base.

