



Remote One

keep tabs on your network –
anywhere, anytime

complete visibility

When a regional health organization decided to deploy a new network and IP-telephony infrastructure, it put top priority on improving visibility – for both proactive and reactive network remote monitoring. While an improved approach was required, the organization did not want to invest the time and money required to purchase, integrate and maintain an in-house remote monitoring tool. Their IT personnel were already stretched to the limit. We recommended TELUS Remote One.

With TELUS Remote One, our client gained a real-time notification system for its network, allowing it to deal with problems before they disrupted business. This remote monitoring solution is managed by TELUS, and is suited to any business with mission-critical IT infrastructure. We monitor your network 24x7 and notify you instantly (via e-mail and phone) if there are issues with any of the management elements.

And there's more. You can take remote monitoring to the next level by using our secure Web portal for easy access to your network information from virtually anywhere. Using a single Web interface, you have a comprehensive view into the health of your network. You can get answers quickly and make informed decisions rapidly. Near-real-time views of connection faults and device failures enable your IT staff to rapidly turn downtime into uptime. They can also trend historical performance to more accurately predict network demand. Understanding traffic flows and load trends is a must for organizations that want to precisely target their IT investment dollars and create real ROI.

control your business

The success of your business depends on effective communication through a reliable local area network. Monitoring is key to reliability. TELUS Remote One delivers timely and accurate information about network performance. Explore the advantages:

Protect your business. Your organization has made a significant investment in network infrastructure. Being unaware of equipment failure that leads to network downtime could hurt your business. TELUS Remote One can protect you from lengthy network downtime by notifying you the instant a device becomes unresponsive.

Optimize your network. If you want to boost the performance of your local area network, TELUS Remote One can be an important decision-making tool. By analyzing current and historical reports, you can make informed decisions about upgrading your network to meet the demands of your customers.

Improve response times. By purchasing TELUS Remote One in conjunction with other TELUS services such as Data Maintenance, automated alerts will reduce the time it takes to repair your network. TELUS also offers remote diagnosis and support through our national contact centres.

Save money and time. Monitoring your network in-house can be costly and time-consuming, and it will divert your IT staff away from your core business. By having TELUS manage your monitoring solution you gain a trusted partner who will handle all the day-to-day monitoring activities. You can also realize substantial cost savings by:

- Avoiding the hardware and software-licensing fees that come with purchasing off-the-shelf products
- Having the flexibility to choose only features you need
- Reducing training costs
- Eliminating the risks associated with turnover of your IT personnel

fast, effective decision making

TELUS Remote One offers a secure Web portal that provides a unified view of device status and historical network performance. Our clients use the Web portal to access:

- Web-based information on IP devices and systems
- Historical and trending view of system performance
- Real-time views of equipment status
- Information on network performance – anywhere, anytime
- Warnings and critical system alarms

service features for your business

With TELUS as your remote monitoring partner, your business gains maximum flexibility. You select only the features that meet your specific business needs, and add additional tools as your network develops:

Real-time monitoring and performance. Tracks the availability, utilization and performance of devices and interfaces on your network. Colour-coded charts make it easy to identify devices with packet loss, high-latency, excessive CPU or memory load, and interface malfunction.

Network map. Creates a visual and interactive map of your network topology. Roll-over individual devices to view essential profile information, or click on them to find out more about their service status details and state changes.

Log server. Builds a database of all your system logs directly on the Remote One device. Eliminate the issues of losing critical event data by storing and managing your log files. Custom filters allow you to create specialized alarms for specific log strings.

Protocol analysis. Continuously measures and identifies traffic flows, so that you can quickly discover application issues and trends within your network. Bandwidth is a valuable commodity for any business (especially those with restricted budgets). Remote One gives you the ability to see who is using what types of applications, so you can plan your network growth, troubleshoot effectively, and achieve real ROI.

Application monitoring. Allows you to ensure the availability of your mission-critical applications. Database, Web and security applications must achieve near-perfect availability in order for your business to operate productively. Don't let application errors, downtime or delays hinder employee performance or customer satisfaction. Leverage Remote One and build a resilient workplace.

Device discovery. Remote One gives you the ability to discover what devices are being added to your network. If your network suffers from security issues, or is increasingly difficult to manage, device discovery may be the right fit for you. Easily view any new or existing devices so that you have a clear, concise understanding of what your network consists of.

add value to support agreements

If you have mission-critical infrastructure or require a high-performance local area network, consider using TELUS Remote One in conjunction with selected TELUS Data Maintenance services.

TELUS Remote One will complement your TELUS support agreements by adding real business value:

Improved response times. TELUS Remote One provides near-instant notification when an issue arises, sometimes even before clients are aware of the outage.

Reduced repair times. TELUS Remote One provides detailed information on device issues, making them easier to diagnose.

features

- Secure Web portal provides real-time reporting of:
 - Device and interface availability
 - Latency
 - Utilization (CPU and memory)
 - Packet loss
- Protocol analysis
- Device discovery
- Application monitoring
- Log monitoring and storage
- Automated alerts

benefits

- Superior network performance and return on investment
- Improved response times and lower MTTR (mean time to repair)
- Reduced network total cost of ownership
- Higher service availability
- Greater staff productivity
- Lower risk related to churn of IT staff