



Proactive Monitoring

Proactive Monitoring supports 24/7 monitoring of Internet and private network connections for service outages. TeraGo's Network Operations Centre will proactively triage, troubleshoot and initiate repairs if a service outage is detected.

Features

- ✓ Automated detection, verification, ticketing, and customer notifications within 5 minutes of a connectivity outage.
- ✓ Support for Internet and WAN connections provided by other service providers, including fibre, DSL, cable and wireless connections.
- ✓ 24/7/365 monitoring of Internet and private network connections for service outages.
- ✓ Support for TeraGo service availability and MTTR Service Level Agreements.

Benefits

- ✓ Efficiently isolate onsite service issues (approximately 80% of connectivity problems are caused by onsite issues such as power outages, misconfigured systems or faulty hardware).
- ✓ Allow IT teams time to implement contingency plans in the event of a service outage on a business-critical connection.
- ✓ Reduce connectivity incident down times.
- ✓ Reduce maintenance efforts, allowing IT teams to focus on the core business.

