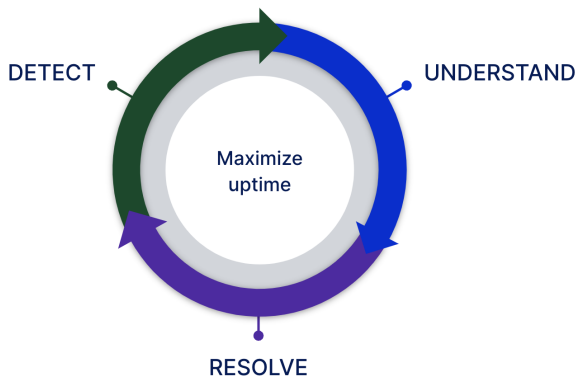


Centralized network management

Maximize uptime and give customers peace of mind with proactive network monitoring, management, and resolution

ALWAYS ON CULTURE REQUIRES 24X7X365 AVAILABILITY

Security, reliability, and performance are top of mind, but how can your customers proactively detect and resolve incidents when information is scattered across multiple tools & devices?



CENTRALIZE CONTROL OF YOUR NETWORK

Our network management and monitoring solution gives your customers the visibility they need to address issues across all of their carriers and public infrastructure. Let our team and our platform help you meet the service levels your customers require, by detecting and resolving issues before they occur.

01 - EXTEND YOUR TEAM WITH OUR EXPERTISE

As an extension of your IT organization, our NOC team proactively manages & ensures the performance of your customer's network environments.

Always on monitoring

Team of NOC analysts that proactively monitor and resolve incidents available 24x7x365 to minimize downtime and ensure seamless operations.

Incident management built for you

Specialized team of analysts delivering high touch incident management depending on your customers environment and needs. We follow ITIL procedures and will customize how we react to your customer's needs.



02 - GAIN A CENTRALIZED VIEW OF NETWORK HEALTH

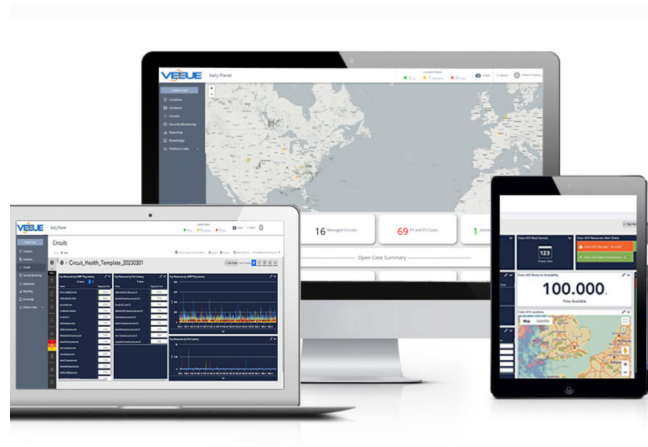
A single pane of glass for your internal and external teams to monitor everything with an IP address

Consolidated view of all devices

Real-time insights into the health & status of all connected devices and locations (up/down/degraded).

Integrated toolset

All of the capabilities of ServiceNow and LogicMonitor in one integrated platform to detect, manage, and resolve incidents.



Alerts & resolution

Instant alerts and notifications about potential issues to address problems before they escalate.

Dashboard & reporting

Historical data analysis and reporting features to identify trends and patterns, aiding in effective capacity planning and resource allocation.

03 - COMPLEMENT WITH ADDITIONAL SERVICES

Why rely on multiple vendors to provide the tools, monitoring, and services needed to manage network outages, resolution, and staging of network equipment?

Professional services

Engage the project management, field services, engineering, warehousing, and staging services that you need to maintain your customer's networks, end-to-end.

SmartSupport

Gain access to level 1 help desk support when end-users need to troubleshoot PC hardware, devices, and peripherals. We can also help end-users with malware removal or applying PC security patches.

Contact your AppDirect CSM for more information - our team of experts will guide you on the best path forward

ABOUT APPDIRECT

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