



IT Operations as a Service for Network Infrastructure

Pivot IT Operations as a Service (ITaaS) for Network Infrastructure provides industry standard monitoring, checks the availability and performance of network devices and interfaces, and identifies hardware errors. Pivot uses networking expertise, tools and our proven methodology to ensure zero network outages, thus maintaining business continuity.

ITaaS

Pivot ITaaS monitors the network infrastructure utilizing standard SNMP data collection, SNMP trap receiver, Syslog monitoring, and Synth Xaction monitoring. The ITaaS platform enables secure remote access to the monitored devices to perform standard operating procedures (SOPs) or advanced troubleshooting services.

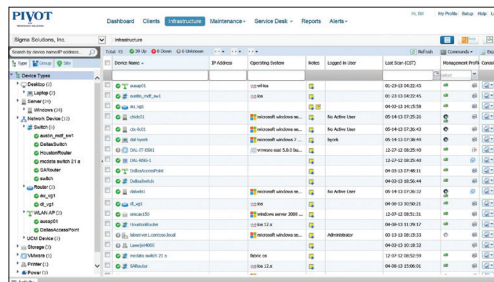
Supported Network Manufacturers

- Cisco
- Juniper
- HP
- Dell
- FortiNet
- CheckPoint
- Barracuda
- Aruba
- F5
- Palo Alto

Service Elements

Pivot Technology Services for Network Infrastructure proactively monitors the health of network infrastructure. We offer two levels of service:

- Pivot AID delivers monitoring, escalation and standard operating procedure (SOP)-based remediation.
- MANAGE adds another layer of services focused on full remediation and complete management of your virtual environment



Device Name	IP Address	Operating System	Status	Logged In User	Last Seen (EST)	Unresponsive	Profile	Context
Core1 (C)	10.10.10.1	ios	OK		06:20:20 06/20/19	OK	OK	OK
Core2 (C)	10.10.10.2	ios	OK		06:20:20 06/20/19	OK	OK	OK
Core3 (C)	10.10.10.3	ios	OK		06:20:20 06/20/19	OK	OK	OK
Core4 (C)	10.10.10.4	ios	OK		06:20:20 06/20/19	OK	OK	OK
Core5 (C)	10.10.10.5	ios	OK		06:20:20 06/20/19	OK	OK	OK
Core6 (C)	10.10.10.6	ios	OK		06:20:20 06/20/19	OK	OK	OK
Core7 (C)	10.10.10.7	ios	OK		06:20:20 06/20/19	OK	OK	OK
Core8 (C)	10.10.10.8	ios	OK		06:20:20 06/20/19	OK	OK	OK
Core9 (C)	10.10.10.9	ios	OK		06:20:20 06/20/19	OK	OK	OK
Core10 (C)	10.10.10.10	ios	OK		06:20:20 06/20/19	OK	OK	OK

The Infrastructure view provides access to detailed information of all devices under management.

Pivot ITaaS

Managed services solution designed for complex IT environments and fast-changing business requirements. IT Operations as a Service is an extension of your team that immediately matures your operational capabilities so IT can focus on business priorities.

- 24x7 monitoring and alert aggregation
- Remote engineering and support
- Proactive maintenance
- Vendor management
- Predictable, monthly flat-rate cost structure
- Single dashboard view of all devices (and their status)
- Service requests (IMACs) at no extra charge
- Session recording (DVR) of every change made

We will:

- Own root cause analysis
- Complete service requests (including configuration changes)
- Follow ITIL-based change control
- Actively monitor and manage system resources
- Quickly determine the source of any problems
- Resolve the issue via remote management



Reporting and Visibility

Pivot engineers and customers are provided infrastructure visibility via the Pivot Solutions portal..

- Access to the current status of devices across locations
- Useful trending reports for advanced analysis
- Archived records of all remote activities performed by Pivot Solutions engineers
- 360 Degree Reporting – a comprehensive view of your infrastructure performance and availability via on-demand or scheduled reports and executive dashboards.

	Switches	Routers	Firewalls	APs
24 x 7 Monitoring of Network Infrastructure	✓	✓	✓	✓
Alert Validation and Escalation	✓	✓	✓	✓
Standard Operating Procedures (SOPs) Based Initial Remediation	✓	✓	✓	✓
Customer Customized Standard Operating Procedures (SOPs) Based Initial Remediation	✓	✓	✓	✓
ISP Vendor Escalations and Follow-up	–	✓	✓	–
Troubleshooting and Full Remediation*	✓	✓	✓	✓
Root Cause Analysis of Critical Issues*	✓	✓	✓	✓
Vendor Tech Support ¹ for Further Troubleshooting and Full Resolution*	✓	✓	✓	✓
Hardware Vendor ¹ Coordination for Hardware Failures*	✓	✓	✓	–
Configuration Backup of Network Devices	✓	✓	✓	–
Firmware Upgrades as Required*	✓	✓	✓	✓
Move, Add and Changes (MACs) and Service Requests (SRs)*	✓	✓	✓	✓

* Not included with AID package.

1. Vendor tech support and hardware support included. Customer must have valid vendors' maintenance/technical agreement for network devices. Expiration of maintenance/technical support agreement places limits on MANAGE services. Software and hardware put into 'End of Life' by vendor will be limited to AID service only.

Why Pivot Technology Solutions?

Vision

Our experience designing and integrating enterprise data center solutions gives our clients access to skills and expertise beyond their in-house IT teams and traditional resellers.

Execution

Our highly-trained professional services team configures and implements complex projects with hardware and software from multiple vendors and suppliers.

Operations

Our managed services team removes the burden of managing specific IT resources,

allowing in-house IT teams to focus on more strategic initiatives.

Expertise

Our unmatched technical expertise has been developed via investments in training, certification and technologies.

Proof

Our extensive lab and equipment pool is available for proof-of-concept development and “try before you buy” demonstrations.

Why PTS?

Pivot, through its portfolio companies, designs, sells, integrates and supports IT solutions—including hardware, maintenance and support—engaging clients in all aspects of their IT Lifecycle Management.



Data Center



Collaboration



Managed Services & IT Operations



Cloud



Application Infrastructure Solutions



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