

NETSCOPE *Services*

Why do it?

Business relies on the performance of computers and networks that link workers and customers to vital business information. Increasingly the requirement is for instant and fast response where and when the worker or customer is connected. This is the new world of 'On Demand' business.

Without performance management, critical IT infrastructure can become a drain on resources and lost productivity rather than presenting new opportunities to gain strategic and competitive advantage.

Managing the traffic on the network and staying over the top of traffic issues is a specialized task that requires ongoing training. Through its **NetScope Services program** TurboSoft Networks lets clients leverage its expertise in the maintenance and optimization of business networks.

The benefits that NetScope Services can bring to your organisation are many and include:

① Reduced IT costs.

Having a finely tuned network that maximises the capabilities and usage of your existing infrastructure is a goal most organizations fail to achieve.

Our specialists will not only advise you as to how to get your network operating at its peak but they will also look for ways you can reduce expenditure.

② Specialised Staff.

Your companies network performance should be managed by staff who, quite simply, specialize in networks. Additionally, our professionals are exposed to a wide variety of scenarios on a daily basis which means that they are able to find, resolve and prevent issues quickly and easily.

③ Remove Training costs.

Training in house network professionals can be an expensive and time consuming exercise.

Additionally, with IT staff turnover being high in comparison to other sectors, having TurboSoft Networks assist you in managing the performance of your network will be an invaluable asset to your organisation.

Within a short period of time, your costs associated with training and re-training of networking staff are removed, while the benefits of in depth knowledge are maintained.

④ Expert analysis reports.

Our experts deliver regular, professional reports on your networks performance enabling you to keep abreast of what's happening with the ability to detail activity down to individual user or application at a per second resolution if required.

⑤ Regular tuning of shaping policies.

To ensure that the shaping policies that control the prioritisation of your network traffic are most effective, our professionals will regularly fine tune and re-apply policies to evolve with the changing requirements of your Network.

⑥ Support on call.

In the rare event that there is a situation that needs to be dealt with as a high priority, you have immediate access to staff trained in this area who are familiar with your scenario.

In terms of costs, the pay back period is extremely fast and just as importantly, having peace of mind with regard to your network is one goal that most IT Managers would love to achieve.

The bottom line is that the cost of using the service will be significantly lower than the cost of performing the same function in house.

Add to this all of the extra benefits stated above and you have a professional service that not only enhances your network but reduces costs.

What do you get?

Turbosoft Networks will perform the following functions accordingly on a rolling basis throughout the service period with reports prepared at regular intervals.

1 Inspections

Regular inspections of bandwidth usage to confirm that it is within expected limits.

If the limits are not being adhered to a more in depth look in the form of a Network Performance Analysis will be performed to determine why.

2 Software updates

When new versions of the software are released we will install these, and make any adjustments that may be required.

3 Policy tuning

The addition of new users, applications and the evolving requirements of your business mean that network demands constantly shift. Turbosoft Networks will fine tune the shaping policies as required to ensure optimum network performance is maintained. This function is also performed as part of the Network Analysis.

4 Status reports

This is a series of reports summarizing the network performance over the period since the last report was done. The reports show items such as bandwidth utilization over time, highest and lowest demand periods, top bandwidth users etc.

The actual make up will be tailored to suit the individual situation. Sample reports can be found at online at www.turbosoftnetworks.com

5 Network Performance Analysis

The whole network performance is looked at in detail with the object of identifying opportunities for performance improvement. As a result of this suggestions may be made on how to improve the overall performance.

The actual suggestions will be situation dependant, but could include policy changes as well as network restructuring.

6 Trouble shooting

This is an ad hoc service where the customer requests unplanned assistance to identify and if possible rectify a network problem.

- 7 **Third Party Service Level Agreement Audit**
Using our technology, we will be able to give you accurate third party data over a specified period of time as to the bandwidth you have been provided by your service provider.

Implementation

Turbosoft Networks engineers examine your situation and deploy a combination software and hardware to facilitate performance management of your network. We offer a number of flexible options in regard to implementation such as supply or outright ownership of hardware, software only solutions and more. Please contact your Turbosoft Networks representative for more information.

Frequency

The frequency of the services will vary from site to site depending on what is perceived by the customer to be the most appropriate time frame. Additionally the time span of the overall service is variable and can range from a one time network health check through to a comprehensive on going program. Please contact your Turbosoft Networks representative for more information.

Ad Hoc Services

Any of the above individual services can be requested on an ad hoc basis for an additional charge.

About Turbosoft Networks

Turbosoft Networks is a part of Turbosoft Pty Ltd, a privately owned 100% Australian company with over 20 years experience as a leading manufacturer of enterprise wide connectivity and network performance solutions.

Today Turbosoft markets its products in more than 30 different countries with numerous offices, resellers and distributors spanning across all parts of the globe. Our customers include an enviable list of local & international clients from diverse range of market sectors.

www.turbosoftnetworks.com

Australian FreeCall: 1800 628 646

US FreeCall : 1 800 519 9501

© Copyright Turbosoft Networks Pty Ltd. All other trademarks and company names are copyright of their respective owners.