



Finley Remote Monitoring & Management Service (RMM)

Finley Engineering IP Services Group provides managed services to clients who need around-the-clock technical operations support for broadband subscribers. Your customers expect your services to be available at any time. But staffing and managing a proactive 24/7/365 NOC is a large draw-down on margins for small and medium service providers, and a large expense for similarly sized businesses too. Outsourcing support to the right team can save much of this cost without reducing the quality of your customer's experience with your service. Finley has the right team.

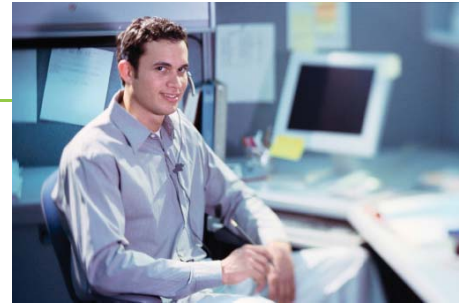
Network Management offers multiple levels of support:

- Technical Assistance Center for supporting subscribers
- Active NOC support for your service provider infrastructure
- Remote Monitoring and Management (RMM) supporting internal servers and desktops

For more information contact Mike Ockenga,
952-582-2912 or m.ockenga@fecinc.com

Finley Active NOC Features

- Remote Monitoring of core IP and access network equipment
- Reaction/escalation of network monitoring system following verification per defined policies and procedures
- Troubleshooting of network and access equipment per Client direction
- Documentation of support interactions (email, telephone, ticket submissions) in the specified ticketing system
- Three tiers of device monitoring and associated dashboards, reports and visual analysis tools
- Monthly analysis of dashboards and reports to provide informed recommendations for lifecycle management, growth, stability and operational optimization.



Finley Technical Assistance Center Features

A fully trained support staff handles subscriber issues following your policies and procedures.

- Service tickets created for all TAC interactions
- End user technical support of
 - Voice, Video, Data
- Full call statistical reporting
- 100% of calls recorded
- Custom greeting
- Queue hold option for callers
- Chat and email support

Finley Managed Server and Desktop Features

- Application, performance and hardware monitoring
- Intelligent alert monitoring
- Alert filtering and validation
- Ticketing system with escalation and resolution tracking
- Full problem resolution through remote access
- Remote restart of services and reboot
- Server maintenance, server health, application performance and issue reporting
- Patch management including a white listing service
- Antivirus and malware service

- Reports on server utilization and availability, application and performance monitoring
- Additional reporting services include MS Exchange, security, HIPAA, and network audits

Support System Architecture

- Redundant backup power
 - Backup generator, 15 second switching time and 72 hours of on-site fuel capacity with after-hours fuel supply contract
- - UPS back-up with additional battery banked for extended run time.
- Redundant air conditioning units with environmental alarms monitoring
- Network redundancy
 - Ring protected statewide fiber network with multiple routes out of state
 - Geographically diverse fiber connectivity into primary NOC location
- Off-premise disaster recover sites
 - Secondary D/R facility in Great Falls, MT
 - Tertiary location in Billings

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