



Managed Services

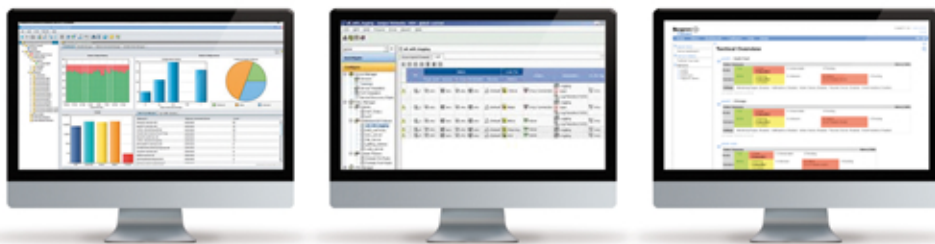


Proactive Network Monitoring & Management 24x7x365

First Communications offers a suite of proactive network management and monitoring services designed to keep your critical network resources up and running. These services are available individually or combined to suit your specific business requirements. Our Certified Network Engineers are based in our State-of-the-Art Network Management Center (NMC) in Lombard, IL. They will notify you before problems occur, and will assist in the resolution of any issues that they encounter.

Our Network Management Center proactively manages your Firewalls, Routers, Switches and Servers, for peak performance and availability of your network.

We have the latest technology and the best people so you can rest easy



Services

Managed Solutions

Our Proprietary Managed Solutions for firewalls, routers, switches, and servers include:

- Standard Configuration Changes
- Trouble Isolation & Diagnostics
- Configuration Backup Storage

Monitored Solutions

Our Proprietary Monitored Solutions for firewalls, routers, switches, and servers include:

- 24x7x365 proactive outage notifications
- 24x7x365 proactive trouble resolutions



Benefits



Maintain High Integrity and Performance of Firewalls, Routers, Switches, and Servers

Our proactive approach disarms network threats before they become reality.



Customizable Reporting and Scheduled Diagnostic Testing

Provides additional layers of information and defense of your valuable network resources.



Get More from Your Existing IT Resources

Let your IT staff work on value-added projects, while our Certified Network Engineers proactively manage and monitor your network infrastructure.



Proactively Plan for Growth and Network Optimization

Stay ahead of demands on your network before you reach capacity. We proactively manage and monitor backbone equipment and facilities at both layer 2 (data) and layer 3 (network).



Need to Simplify Demands on IT Staff?

Our Network Engineers are specialists in network management, which is one skillset that you can acquire without the need to hire or train staff.



Get Regular Statistics to Help you Manage your Network Infrastructure

Get statistics on your networks: throughput, traffic, performance, operability, and capacity.



Proactive Monitoring and Management 24x7x365

Our experienced and responsive Certified Network Engineers are experts in stopping problems before they occur, and offer Five-Star customer support whenever you need it.