



## Safeguard Your Network

- **APPLICATIONS AND O/S**  
Windows, UNIX, MS Exchange, Citrix, Blackberry, Veritas Backup Exec.
- **VOIP AND IP TELEPHONY**  
Cisco IP Telephony, Cisco IPCC, Nortel, Voicemail, Endpoints.
- **VIRTUALIZATION**  
VMWare ESX and Virtual Center, MS Cluster Server, MS Network Load Balancer.
- **NETWORKS**  
WAN/LAN Device and Performance Metrics, Device Management.
- **SYSTEMS**  
Servers, Processes, Performance Metrics, Backups, Databases, SANs, NAS Metrics.
- **ENVIRONMENT**  
UPS, Air (Temperature, Humidity), Motion, Liquid.

## The CNS Network Operations Center (NOC) Protects Your Business-Critical Network.

Computer Network Solutions provides Remote Network Operation Center 24 hours a day, 365 days a year, monitoring converged technologies, networks, systems and applications for performance and security.

By taking advantage of our resources: engineering talent, reporting and customized escalation plans, world class toolsets, compliance and security expertise, CNS clients can leverage our services at a fraction of their cost if implemented in-house.

CNS currently maintains and monitors over 400,000 devices and have over 500 active clients ranging from the large enterprise, to mid-tier and smaller-sized clients, all of whom struggle with limited IT budgets and staff expertise.

The Network Operations Center staff maintains a vigilant eye every minute of every hour on critical and non-critical technology

so that your operation runs smoothly and uninterrupted, ensuring 'round-the-clock, reliable performance, as well as rapid escalation and quick remediation in the event a problem is detected.

Why stop there? CNS goes the extra mile by providing service-level customized maintenance programs and on-site maintenance. As an authorized service provider for the industry leading manufacturers, CNS provides multi-vendor support of servers, desktops, printers and networks.

Should a problem arise, our maintenance solutions provide:

- Certified engineers with required parts
- A local spare parts inventory to ensure cost savings and rapid fix
- Restoration of normal operations with minimal time and involvement by your IT staff



## intelligent monitoring

### Server Monitoring

- Operating Systems
- Business Applications
- Server Applications
- Hardware

### Network Monitoring

- Utilization
- Availability
- Packet Errors and Port Health
- Communication Failure

### Management Reporting

- Capacity Management
- Availability Management
- SLA Compliance

### Customer Portal

- Web Interface
- Knowledge Base
- Self Help
- Incident Status

### Service Support

- Incident and Problem Management
- Configuration Management
- Change Management

## intelligent analysis

### Trend Analysis

Powerful analysis tools present multiple views of your enterprise security data to help identify trends as well as detect anomalies and potential threats.

### Forensic Reporting

Forensics reports provide comprehensive data mining capabilities, including filtering, sorting and grouping of data elements, enabling the fast identification of the root causes of incidents.

### User Administration

Allows administrators to easily package security information to aid in research and reduce incident response times.

### Event Correlation

Noise and false positives are reduced by correlating events from various security sensors and accurately identifying critical security incidents.

### Incident Handling

A built-in extendable security Knowledge Base centralizes monitoring and response to security alerts generated anywhere in the organization.

## intelligent choice

Virtually eliminate downtime

Resolve incidents quickly, around the clock

Increase customer satisfaction

Increase job satisfaction of network and IT support staff

Create time to focus on your strategic initiatives

“CNS, for many years, has been fulfilling our requirements at JFK International Air Terminal for outsourced, cost effective technology support in the form of real-time monitoring, maintenance and professional services. Today, we continue to rely on CNS, asking them now to play a pivotal role in the design, implementation and continued delivery of IT lifecycle support services for our new enterprise infrastructure”.

– Daryl Jameson, Director Facilities - IT, JFK International Air Terminal LLC

## NOC Personnel Project Involvement

