



futuregen

Device Info

Make and Model: _____ IP Address: _____

Location: _____ State: _____

Country: _____ Zip: _____

SNMP Community: _____ IOS Version: _____

Select Alert Trigger Levels:

☐ High Bandwidth Utilization %

☐ Low Bandwidth Utilization %

☐ CPU Utilization %

☐ Bit Errors per second

☐ Netflow enabled on Interface: _____

☐ Cisco Contract? Please provide details below: _____

Tier 1 Contact: _____ Tier 2 Contact: _____

Tier1 Mobile Phone: _____ Tier2 Mobile Phone: _____

Tier1 Email: _____ Tier2 Email: _____

Carrier Contact: _____

Carrier Contact Details: _____

Additional Comments: _____



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REMOTE NETWORK MANAGEMENT



futuregen

- ★ Network Monitoring Service
- ★ Help Desk Services
- ★ Service Asset Configuration and Tracking



Futuregen Network Management Services
www.futuregen.com

NETWORK MONITORING SERVICE

Minimize Network Outage Risk

The price of network downtime is escalating and studies show that outages now cost enterprises an average of \$100,000 per hour. The bigger your enterprise, the bigger the potential losses per hour. Can your Business survive such a downtime?

Our service works by polling (talking to) your network devices every 5 minutes using SNMP (Simple Network Management Protocol). SNMP gathers data about your device and stores it in our Database. This enables us to do baseline analysis on a daily, weekly, monthly and yearly basis.

Some of the most common causes of downtimes that we can identify and notify include:

- Lease Line disruptions and bit errors
- Network Routing Issues
- Abnormal resource utilization for bandwidth, cpu, memory, disk usage

Quickly detect, diagnose and resolve network performance problems and outages. Make us part of your fault and performance management team! Our service helps to ensure higher availability and minimize costly downtimes WITHOUT hiring extra staff! Engage us Now!

Avail of our Promotions Now

You can avail of the service by enrolling as little as one device (router, server or switch) to our service. The Per Device Per month fee is only 135 SGD.

Each device that is enrolled in the promo will have its cpu, memory, and bandwidth monitored.

For SNMP enabled servers, we can also monitor the disk usage and create alerts if these get past 80% utilized.

HELP DESK SERVICE

Fuel fanatical word of mouth awareness around your product/services!

Satisfied clients are more likely to promote your company to their friends! They will simply rave about your company for providing superior 24x7 help desk service. Our help desk answers your customers' most commonly asked questions and provide a better image for your organization. Let our staff take care of their issues 24x7.

Conserve your Limited IT resources.

Let your key IT staff save time and concentrate on your major technology initiatives while engaging us for the routine help desk calls. Achieve your Business initiatives now without additional IT headcount.

Additional Outstanding Features Include:

- Ticketing system with SQL DB backend
- Integrated Email Notification
- Escalation rules based on service plans.
- Online Live Chat embeded on your website
- Level 1 resolution rates above 70%.



SERVICE ASSET CONFIGURATION MANAGEMENT

Live and Dynamic Inventory

Automatically obtain a complete inventory of your network and computer equipment without any installation on workstations. Also Tracks license details and supplier warranties on your assets. Properly document your changes in our hosted database.



6 ITIL v3.0 Processes

Incident Management, Change Management, Problem Management, Configuration Management, Service Level Management, and Event Management

On Demand solution

No Initial investment needed. We provide the server and the infrastructure. Ask about our affordable monthly per user pricing!

No Initial investment needed. Ask about our low monthly per user pricing!

Great Reporting Tools

Performance indicators, dashboard, statistics with filtering and data mining features.

30 day Trial

The 30 day trial provides you with a full and unrestricted access to our hosted solution. You may create an unlimited number of IT users during the trial.

Contact us for more details

