

# Netwatch EC2

## Overview

Netwatch is a collection of technologies and support services specifically designed to monitor, maintain and manage high performance server networks and related equipment. Netwatch comes in two flavors; Netwatch and Netwatch Unlimited.

### Netwatch EC2

- ❖ Network Monitoring
- ❖ Proactive Alerts
- ❖ Mitigation
- ❖ Network Management

## Netwatch

Netwatch includes network device monitoring, alerting, event triggers and reporting. It is designed for customers who would like to manage their own network but need an external monitoring, mitigation and reporting technology.

## Netwatch Unlimited

Netwatch Unlimited is designed for customers who are looking to outsource some or all of their network management needs. Netwatch Unlimited includes all the features and technologies of basic Netwatch AND hands-on network personnel to troubleshoot, maintain, fix and recommend technical solutions to complex networking, performance, application and infrastructure related issues. Netwatch Unlimited can also include vendor relationship management, data center logistics, application management and more.

“We use I2X Network Management Services for our most critical apps. Their skill set and knowledge are tremendous.”

- Todd Lesser  
President  
US Navy Phone

Netwatch Standard	Netwatch Unlimited
<ul style="list-style-type: none"> <li>• Server Monitoring</li> <li>• Alerting</li> <li>• Event triggers</li> <li>• Reporting</li> <li>• Customer portal</li> <li>• Stand by NOC</li> <li>• 20% discount on ad-hoc work</li> </ul>	<ul style="list-style-type: none"> <li>• Server Monitoring</li> <li>• Alerting</li> <li>• Event triggers</li> <li>• Reporting</li> <li>• Customer portal</li> <li>• OS-level support</li> <li>• Patch / update report &amp; management on request</li> <li>• Hand-on personnel to troubleshoot, maintain, fix and recommend technical solutions</li> <li>• 20% discount on ad-hoc work</li> </ul>
<p>Summary: If there is a problem, we will notify customer about issue and possible resolution. Customer can then determine if they wish to retain I2X to resolve issue.</p>	<p>Summary: If there is a problem, we will notify customer about issue and possible resolution. Customer can opt to have I2X resolve issue. No additional charges for this type of work.</p>

## Architecture Summary

The basic architecture of Netwatch is Client Network / Probe Server / Central Server. Netwatch requires no agent install on the Client network. For Netwatch EC2, a secure channel is established via the EC2 backbone to a remotely managed Netwatch Probe Server (also on the Amazon EC2 network). The Netwatch Probe Server then transmits encrypted data to an off-network Netwatch Central Server.



“Netwatch gives us the insight, tools and support we need. I2X is a pleasure to work with.”

- Scott Spiro  
President  
Computer Solutions Group

### Typical Engagement

A typical deployment includes:

- ❖ Installation of Netwatch Probe inline with customer network via secure EC2 back-channel
- ❖ Enable SNMP and WMI services on Client servers
- ❖ Run initial network auto-discovery
- ❖ Configure Netwatch alerts, reports, triggers and notifications
- ❖ Establish and test proactive remote monitoring, network management and notification services
- ❖ Work closely with EC2 Operations Team and customer to identify and resolve technical issues (short term and strategic)
- ❖ Provide remote support for customer EC2 network
- ❖ Be available for ad-hoc support requests, special projects and installations
- ❖ Recommend technologies, infrastructure and vendors to optimize network and application performance, backup solutions, redundancy and scalability
- ❖ Vet new vendors for future growth
- ❖ Provide regular network status health reports
- ❖ Be available for meetings / conference calls as necessary
- ❖ Be on Instant Messenger during normal business hours
- ❖ On-call 24 X 7 for emergencies
- ❖ All service requests managed through I2X ticketing system at support@i2x.net
- ❖ 20% discount on hourly rates for ad-hoc requests and new projects

### Pricing

The only good metric we have found for providing “unlimited” support is to charge by server. Some devices will require more work, some less, but in our experience this tends to even itself out. our normal ad-hoc billings rates are between \$75 - \$200 per hour, so, if we provide just a few hours per month of network support and consulting services, the customer is usually better off under the Netwatch Unlimited plan.

We offer price breaks for 10 servers on up. The basic pricing schedule is as follows:

- ❖ Netwatch Standard is \$149 + \$29 per server
- ❖ Netwatch Unlimited is \$149 + \$99 per server
- ❖ Each includes 20% discount on hourly services for any ad-hoc work
- ❖ Setup usually takes between 2-3 days and costs \$450