



Leading The Pack

WOLF
TECHNOLOGY GROUP

SERVICE ASSURANCE FOR NETWORKS

Optimize, Protect and Manage Your Network



Maintain a Strong Foundation

You wouldn't build a house on a weak foundation –
Don't build your business on one either.

Your network is the foundation on which the core systems, data, applications and other IT assets that drive your business are built. Maintaining a strong foundation is paramount to ensuring that these IT assets continue to deliver the desired value to your business.

With WTG's **Service Assurance for Networks**, you can be sure that your foundation is strong. Our proactive service approach, proven expertise, and unique management tools give us unparalleled visibility into your network and the 3rd party networks and cloud based apps that support your business.

Let Wolf Technology Group enhance your business by providing the networking expertise you need.

Why SA for Networks?

- 24x7 Monitoring and emergency support
- Configuration changes & management
- Enhances network health and performance
- Visibility to 3rd party (WAN/Internet) network issues

Why Wolf Technology Group?

- Single point of contact- a dedicated team of network engineers to support your needs
- Expert resources that are certified in the technologies that run your network
- Exceptional customer service supported by experience, proven processes and tools



Wolf Technology Group

Portland, ME | Bangor, ME

wolftechgroup.com

800.444.8095

BROADBAND | VOIP | MANAGED IT | NETWORK CABLING | WiFi

Here's what you get with SA for Networks!

SERVICE FEATURES	BASIC	ENHANCED	PREMIUM
SERVICE LEVEL			
Experienced Customer Support Center	✓	✓	✓
1Hr Remote Support During Contract Hrs	✓	✓	✓
4Hr Onsite Support During Contract Hrs	✓	✓	✓
Service Available 7x24	✓	✓	✓
MONITORING, DIAGNOSTICS, AND REPORTING SERVICES			
Use Rights to MicroAppliance for each monitored location	✓	✓	✓
Use-Rights to Cloud-based Management Software Platform	✓	✓	✓
Real-Time 7x24 Monitoring of Configured LAN/WAN/ISP Paths/Web Apps	✓	✓	✓
Assignable Endpoint Types - Client, Server, IP Phone, IAD, Etc.	✓	✓	✓
Automatic Alerts, Traps, and Escalation to Troubleshooting based on customizable Service Quality Definitions	✓	✓	✓
Collection and Reporting of Network Statistics for Jitter, Packet Loss, Packet Re-ordering, Propagation, Delay, RTT, MTU, MOS Scores, QoS Changes and More	✓	✓	✓
Actionable Diagnostics for over 50 Different Network Problems	✓	✓	✓
Automatic Start of Diagnostics Routines When Performance Thresholds are Violated	✓	✓	✓
Automatic Reporting of Selected Performance Threshold Violations with Suggested Action	✓	✓	✓
ICMP and SNMP Monitoring of Covered Network Devices		✓	✓
On-demand Reports Summarizing Network Health and Performance and Outlining Trends/Issues that Wolf Technology Group Identifies as Issues for Future Planning or Action	✓	✓	✓
Flowview Plus Automated Packet Capture	N/A	N/A	✓
TROUBLESHOOTING & REPAIR SERVICES			
Remote Troubleshooting & Resolution of Network Trouble Tickets	Remediation Bundle	Remediation Bundle	✓
Remote Troubleshooting & Repair of Failed Devices	Remediation Bundle	Remediation Bundle	✓
Onsite Troubleshooting and Replacement of Failed Devices	Remediation Bundle	Remediation Bundle	✓
Initial Triage and reporting based on WTG Monitoring Alerts & Packet Captures	Remediation Bundle	Remediation Bundle	✓
MAINTENANCE & ADMINISTRATIVE SERVICES			
Manufacturer Recommended Remote Firmware Updates to Covered Devices	Remediation Bundle	✓	✓
Configuration Backups with Change Management on Covered Equipment	Remediation Bundle	✓	✓
3rd Party Vendor Trouble Call Management	Remediation Bundle	✓	✓



Interested in learning more?

Call us today at 800.444.8095