A high-angle photograph of three business professionals in an office setting. A man in a light blue shirt and tie is pointing at a laptop screen. A woman in a dark blazer is writing on a document. Another person is partially visible on the left, also working. The desk has a laptop, a folder, and some papers.

IT Network and Infrastructure Health Check As a Service

Enterprise IT Solutions (Hardware, Software, Services)
Shared Service and Outsourcing
Technology Products Distribution and Trading

A decorative green swoosh graphic in the bottom left corner.

Enterprise Solution
Professionals on Information and Network

Background

- The proposed IT Network and Infrastructure Health Check Solution As a Service (hereinafter SaaS) Subscription Proposal (inclusive of Network Management System NMS software, hardware, full professional service from carry in, installation, configuration and start collecting IT network and infrastructure for active period of 2 week, then generate the data, analysis and provide insightful IT health check report as snapshot to get an overall understanding regarding your current infrastructure against overall IT services and demand from various users. It is the response to the Client (Managed Service Provider MSP) special request for the two (2) weeks monitoring, then report what is going on for Client to perform further services engagement with End Client. The subscription service meet the condition for both Managed Service Provider MSP and End Client requirement no need to own anything (hardware and software), just “subscribe” it as the service, for the service report output for decision making.
- E-SPIN is propose the SaaS since it matched Managed Service Provider (MSP) model, and it did leverage E-SPIN NMS expertise and has the potential to grow business with MSP business hand in hand.
- MSP previous does mention look for long term business partner who will willing aggressive grow the business together rather than act as one off product trading vendor. The SaaS business arrangement totally fit the requirement, since it will offloading both MSP and End Client on the upfront capital investment and transform the requirement into affordable operating expenditure on the service subscription that can complement MSP core MSP business.
- The SaaS subscription is special craft and factor in all the variables and conditions to make it a viable commercial arrangement where it feature affordable subscription fee, that make it business justifiable for all the party involved, the Win-Win-Win synergize deal arrangement.
- The Proposed SaaS Subscription Scheme is prepare with the special arrangement with the E-SPIN Share Service and Outsourcing (SSO) Services, include provisioning of the project outsourcing, System/Solution as a Service (SaaS), Anything X as a Service (whether platform, network, platform, application) and leasing subscription. E-SPIN will provide one stop solutions to ensure the project provisioning (include consultancy, setup, configuration, migration, customization and deliver the complete commercial deal and partner with MSP).

Subscription Summary

- The system, equipment (hardware, software) is property and ownership under E-SPIN Sdn Bhd during the subscription period.
- E-SPIN assigned personnel will carry in the NMS System Appliance to the subscribe site in advance of 2 weeks monitoring period, configure it to receive all the passing thru or active monitoring device/traffic to snapshot the current IT network and infrastructure performance during the period as the health check report.
- For End Client have Flow enabled Device, as long as it can poting over the carry in NMS Appliance, E-SPIN can help translate into flow monitoring data and report, to provide “in bandwidth” report. Else, for End Client do not possess Flow enabled Device, E-SPIN will base on End Client existing environment to configure for SNMP monitoring, to capture device performance (cpu, memory, hard disk, interface traffic) during the period for the end of monitoring period health check report. Special end of the subscription period extend subscription period can be arrange or buy off the Solution at the special price provide during end of the subscription period.
- Network Management System (NMS) will under private branding arrangement (ie E-SPIN NMS will be show on the web access interface)
- Under this arrangement, MSP no need to spend any hardware, software and professional service manpower, since E-SPIN will provide it as a service with the core deliverables of “two (2) weeks monitoring period and health check report.

SaaS Subscription Service Plan (Single NMS) Example

Network Health Check 100

Depend on End Client Working Environment / Context

Service Coverage	Ping Up/Down Availability	Performance / Utilization	Flow Traffic
Flow Source (up to *)	N/A	N/A	Yes
Network Router	Yes	Yes	N/A
Network Switch	Yes	Yes	N/A
Network / Security Device	Yes	Yes	N/A
Wireless AP	Yes	Yes	N/A

- The rate quoted above is per service engagement based on the scope of the Device and Area or Bundled basis.
- The basic service plan is always Network Health Check 100D = up to 100 Device scope of work. Like the plan, already pre package for you inclusive of:
 - 10 flow source monitoring (up to), if Enc Client have Netflow or supported flow technologies can be pointing over to the NMS Appliance for collecting and processing the data into flow data for the capture and snapshot period.
 - Network router, network switch, network/security device up to 100 device.
 - For wireless AP, if the End Client have the supported device and model, E-SPIN will cover Wireless AP as well, be note the wireless AP share the same total limit of subscribed plan device, for the above 100D service plan, total up to 100 device only.
- Payable upfront for the provision, prepare and reserve for the NMS Appliance is required for the engagement. For calculation will be like this, E-SPIN ship and configure the NMS on site (may take up to 1 week), then next week start the capturing period for 2 week. At end of the 2 week, E-SPIN will stop and generate all the report for the final report prepare and submission.
- The plan is total service plan, inclusive of hardware, software, service basis.
- Above quoted subscription service plan is the base standard NMS system as a service offering. If MSP/end client looking for running additional services / add on functionality to provide unique monitoring or custom monitoring, the rate will be different, and subject to project case by case project quote. Please Ask E-SPIN for the special quote.

Subscription Summary

Some Screenshot on the various Network Health Check Report

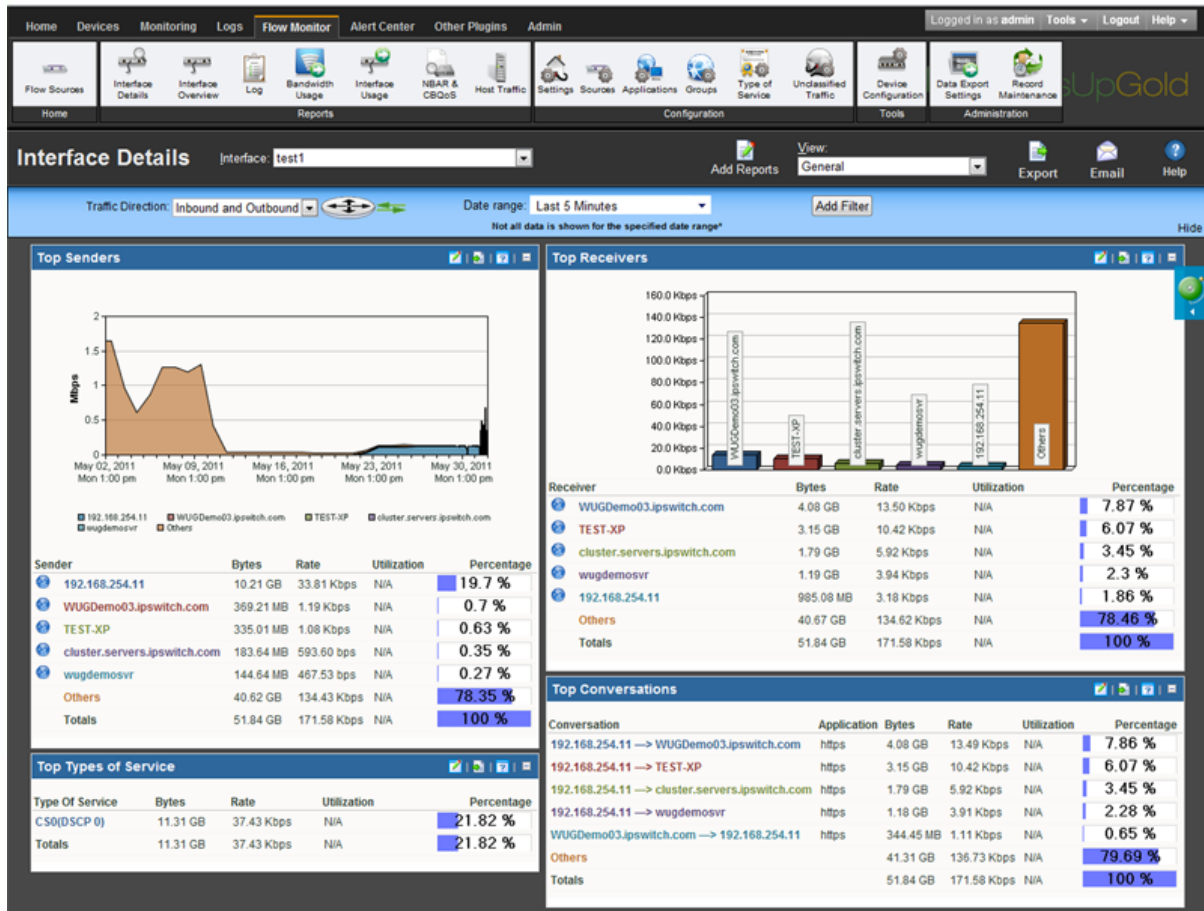


Figure. Netflow enabled source traffic (Flow Monitoring add on required)

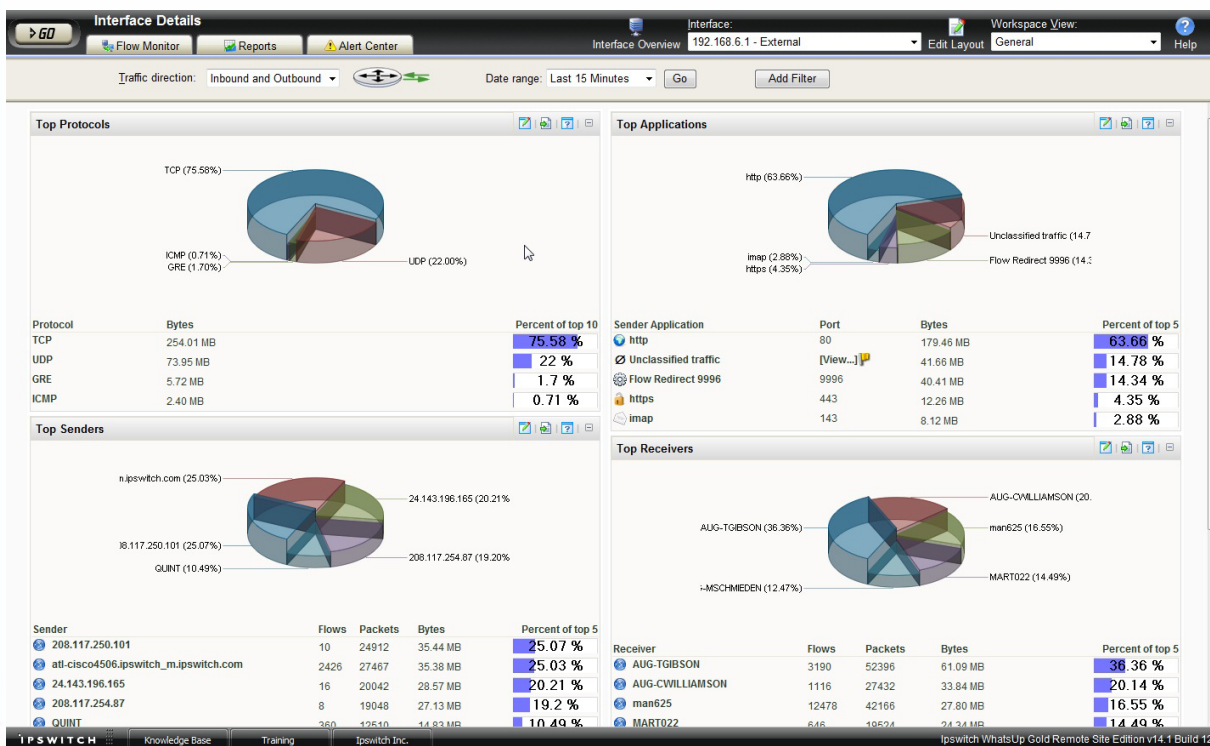


Figure. Netflow enabled source interface details (Flow Monitoring add on required)

Subscription Summary

Some Screenshot on the various Network Health Check Report

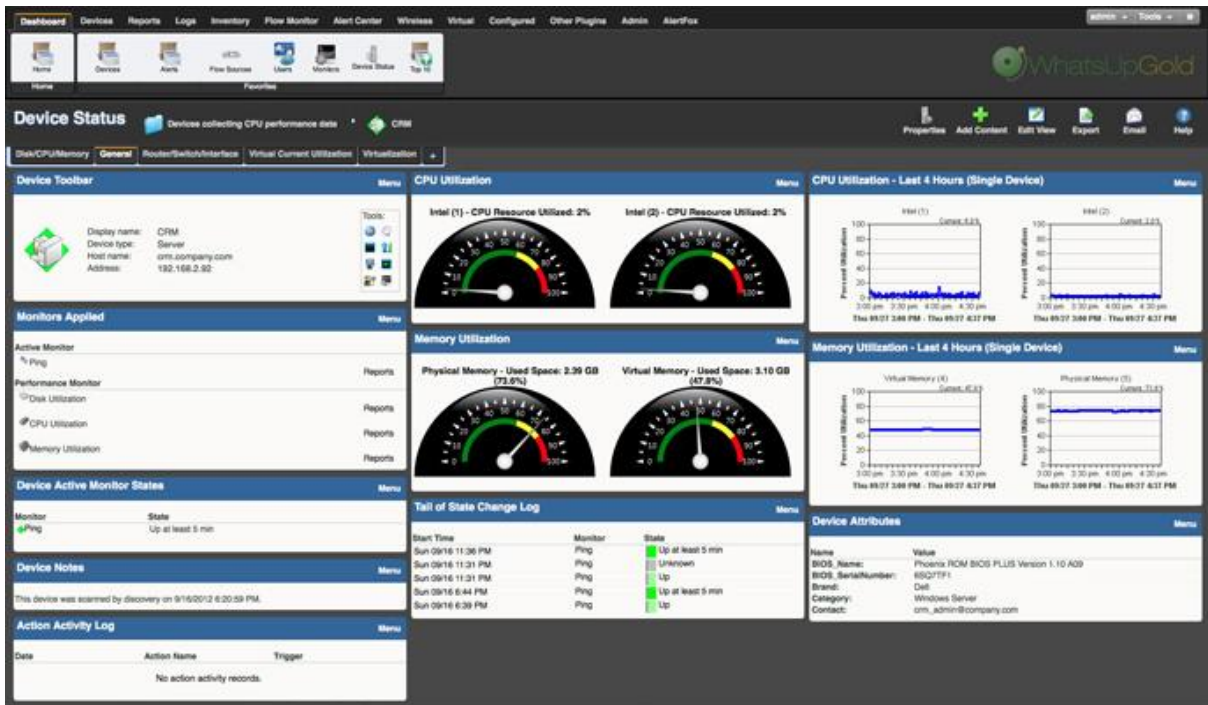


Figure. Device status for SNMP enabled and monitored device (monitoring device required to managed as SNMP device)

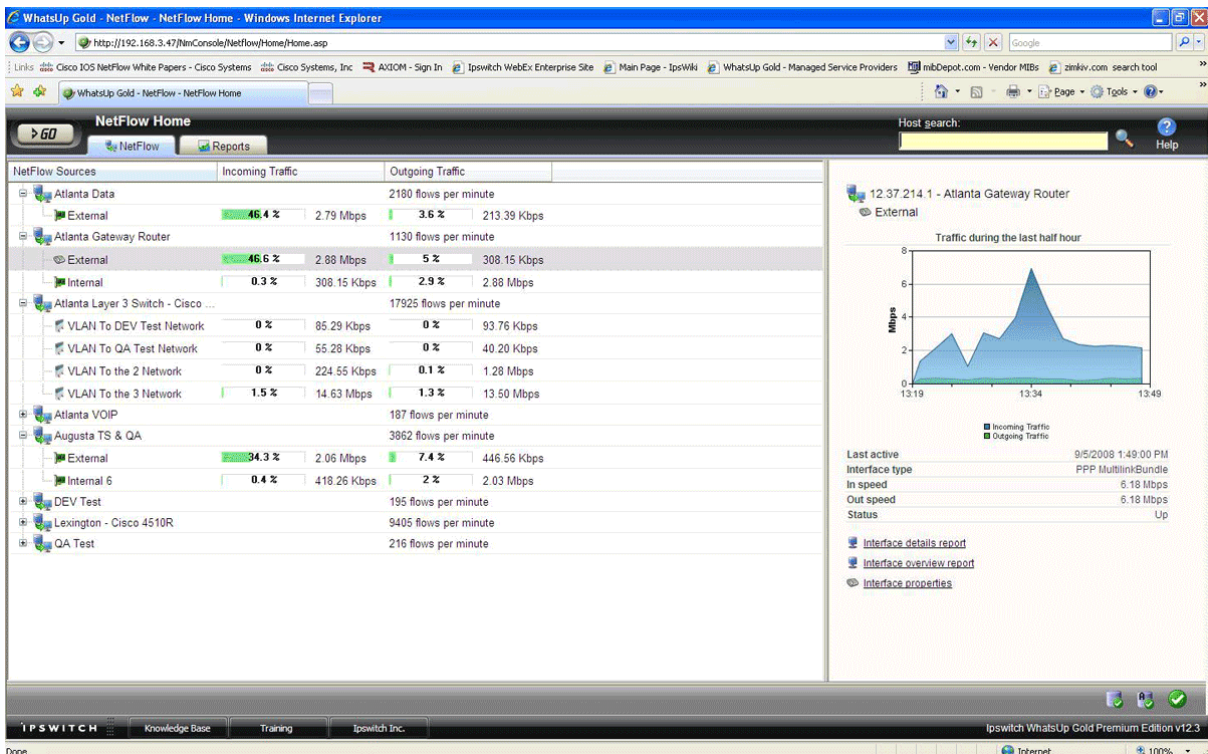


Figure. Netflow enabled device home page (Flow Monitoring add on required)

Subscription Summary

Some Screenshot on the various Network Health Check Report

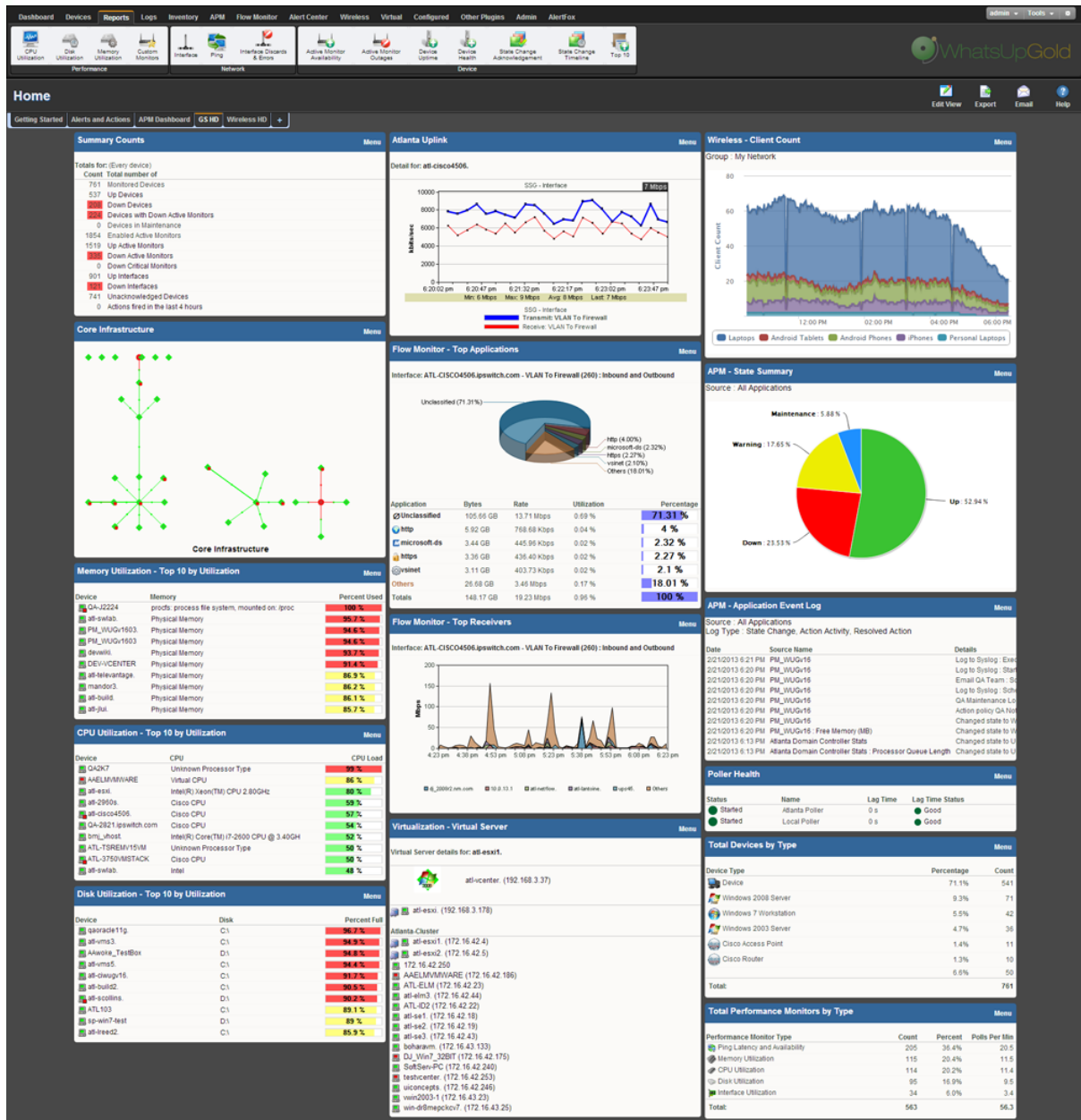


Figure. Single page of Summary (customized dashboard)

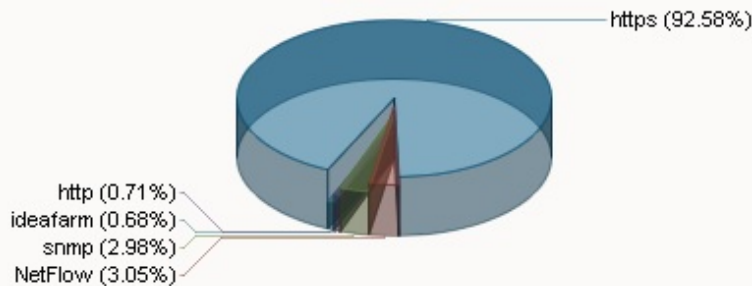
Subscription Summary


Some Screenshot on the various Network Health Check Report

Top Applications

PREV

NE

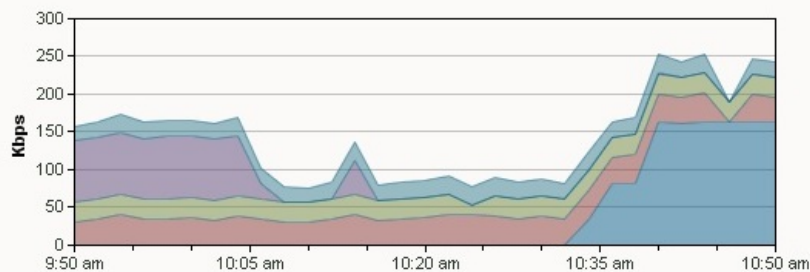


Application	Throughput	Usage	Percent of top 5
 https	35.51 Kbps	3.55 %	93 %
 NetFlow	1.17 Kbps	0.12 %	3 %
 snmp	1.14 Kbps	0.11 %	3 %
 http	271.90 bps	0.03 %	1 %
 ideafarm	259.82 bps	0.03 %	1 %

Flow Top Application (Flow Monitoring add on required)

Top Conversations

PREV



 atl-telewantage.ipswitch -> LEX-TV
  QA1-64BIT -> 156.21.3.1
  192.168.203.2 -> 192.168.6.1
  atl-telewantage.ipswitch -> 192.168.5.154
  atl-techsupport.ipswitch -> 156.21.3.1

Source → Destination	Application	Throughput	Usage	Percent of top 5
atl-telewantage.ipswitch → LEX-TV	teleadvantage	39.08 Kbps	0.65 %	26.41 %
QA1-64BIT → 156.21.3.1	ICMP	35.88 Kbps	0.60 %	24.25 %
192.168.203.2 → 192.168.6.1	UDP-100	27.12 Kbps	0.45 %	18.33 %
atl-telewantage.ipswitch → 192.168.5.154	UDP	23.89 Kbps	0.40 %	16.14 %
atl-techsupport.ipswitch → 156.21.3.1	ICMP	22.00 Kbps	0.37 %	14.87 %

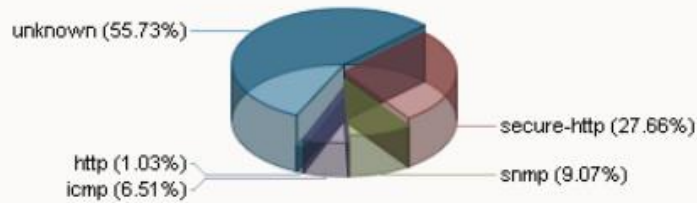
Flow Top Conversation (Flow Monitoring add on required)

Subscription Summary

Some Screenshot on the various Network Health Check Report

Top NBAR Applications - Flow Details

PREV

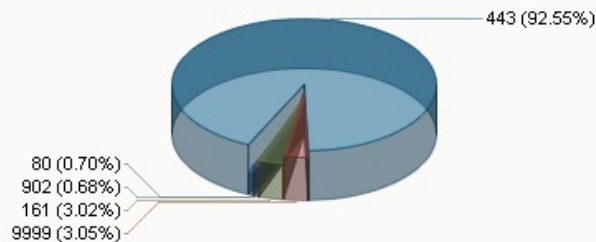


NBAR Application	ID	Throughput	Usage	Percent of top 5
unknown	1	70.30 Kbps	0.00 %	55.73 %
secure-http	16	34.89 Kbps	0.00 %	27.66 %
snmp	38	11.44 Kbps	0.00 %	9.07 %
icmp	6	8.21 Kbps	0.00 %	6.51 %
http	3	1.30 Kbps	0.00 %	1.03 %

Flow Top NBAR Application (Flow Monitoring add on required)

Top Ports

PREV



Port	Throughput	Usage	Percent of top 5
443	35.55 Kbps	3.56 %	93 %
9999	1.17 Kbps	0.12 %	3 %
161	1.16 Kbps	0.12 %	3 %
80	270.05 bps	0.03 %	1 %
902	259.82 bps	0.03 %	1 %

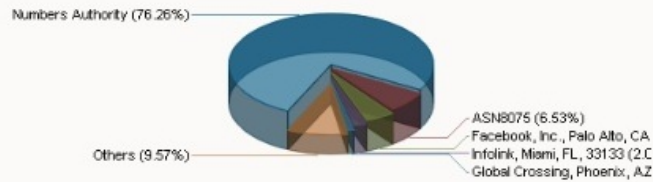
Flow Top Ports (Flow Monitoring add on required)

Subscription Summary

Some Screenshot on the various Network Health Check Report

Top Receiver ASN

PREV

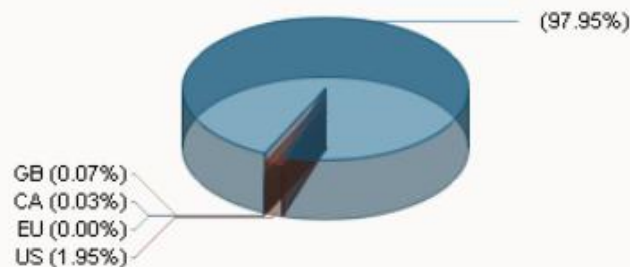







Receiver ASN	Bytes	Rate	Utilization	Percentage
Internet Assigned Numbers Authority	329.53 MB	3.07 Mbps	N/A	76.26 %
ASN8075	28.20 MB	262.83 Kbps	N/A	6.53 %
Facebook, Inc., Palo Alto, CA	19.93 MB	185.77 Kbps	N/A	4.61 %
Infolink, Miami, FL, 33133	8.99 MB	83.76 Kbps	N/A	2.08 %
Global Crossing, Phoenix, AZ	4.14 MB	38.56 Kbps	N/A	0.96 %
Others	41.34 MB	385.29 Kbps	N/A	9.57 %
Totals	432.12 MB	4.03 Mbps	N/A	100 %

Flow Top Receiver ASN (Flow Monitoring add on required)

Top Receiver Countries

PREV

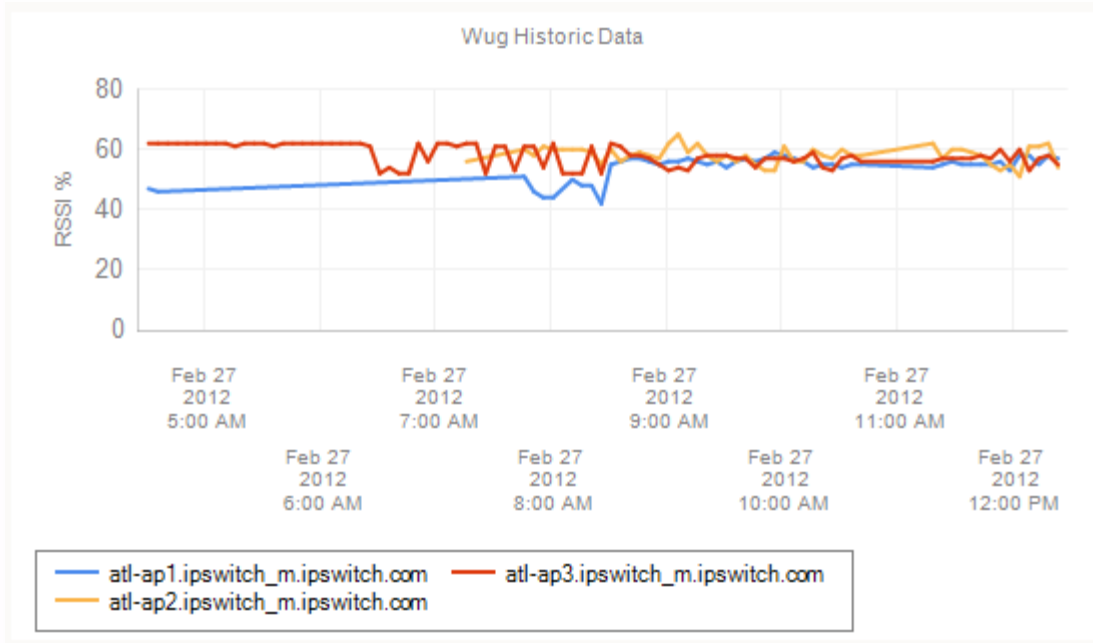


Receiver Country	Throughput	Usage	Percent of top 5
 Unknown	6.76 Mbps	56.37 %	97.95 %
 United States	134.65 Kbps	1.12 %	1.95 %
 Great Britain	4.63 Kbps	0.04 %	0.07 %
 Canada	1.77 Kbps	0.01 %	0.03 %
 European Union	323.50 bps	0.00 %	0 %

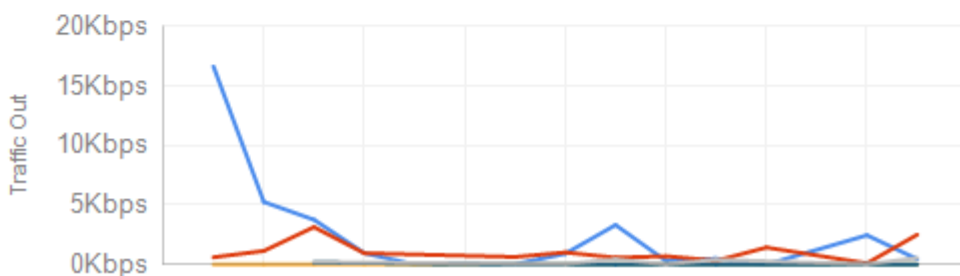
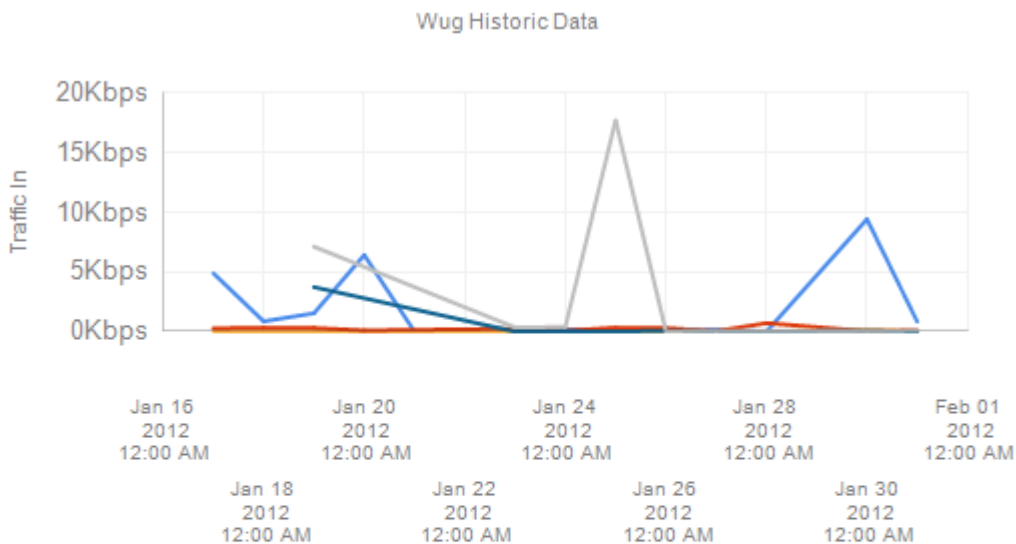
Flow Top Receiver Countries (Flow Monitoring add on required)

Subscription Summary

Some Screenshot on the various Network Health Check Report



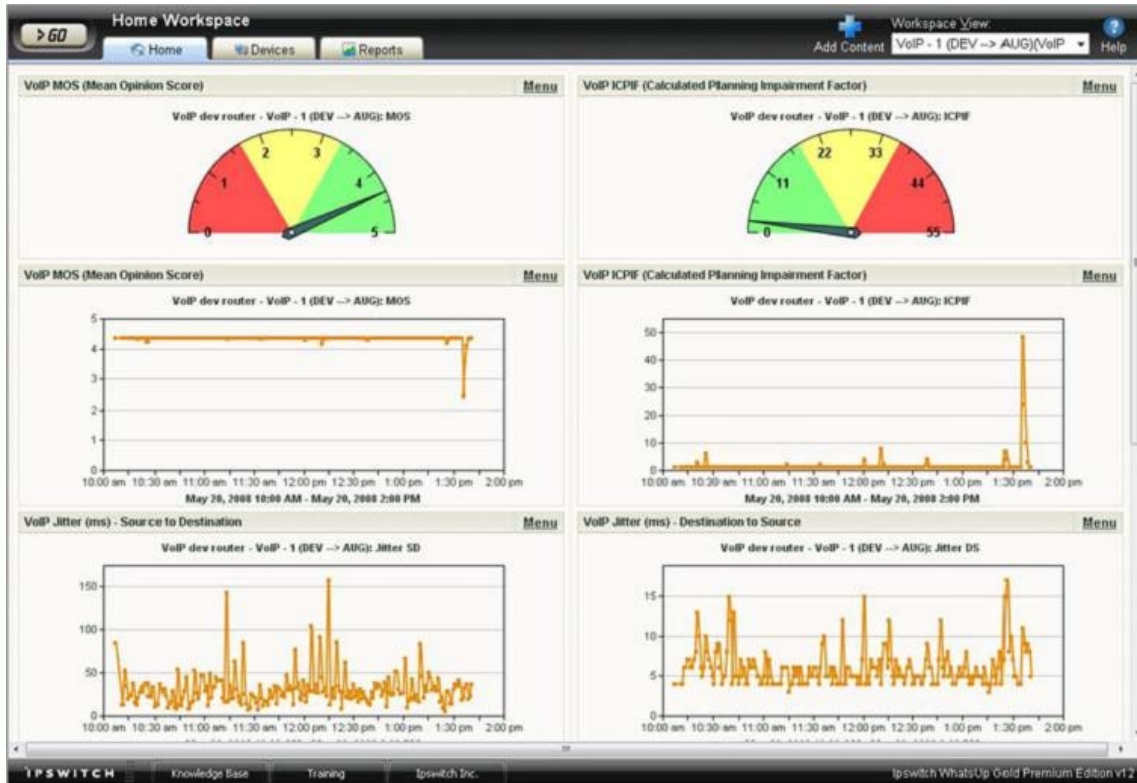
Wireless RSSI



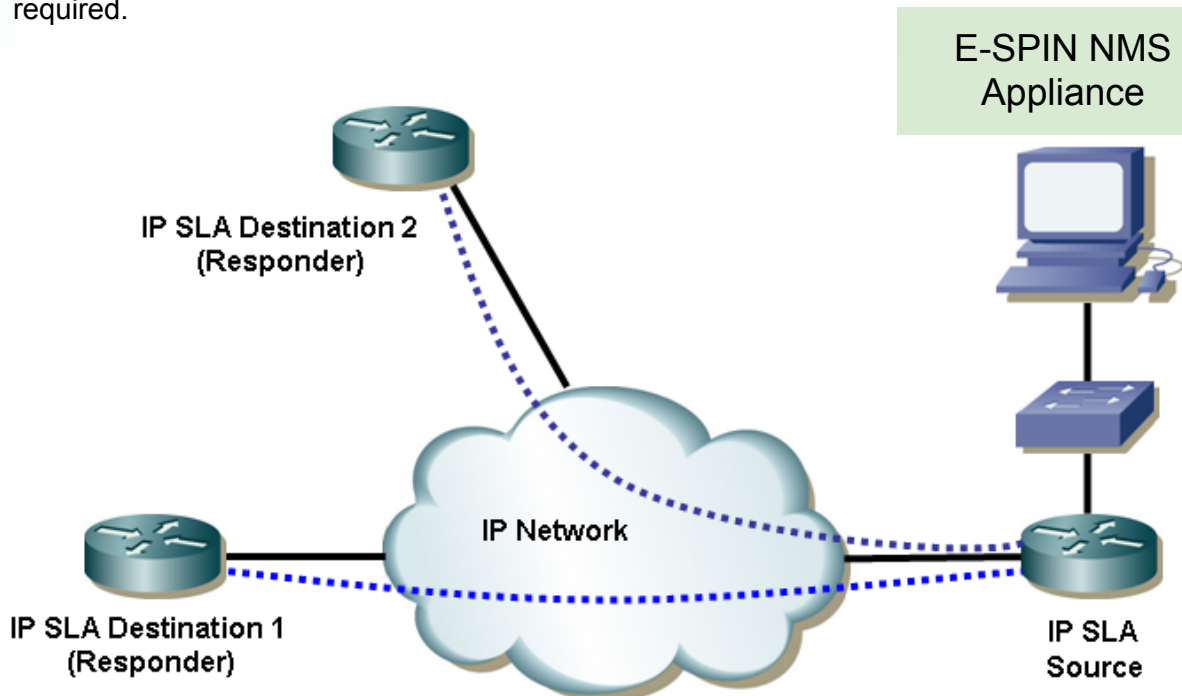
Wireless bandwidth

Subscription Summary

Some Screenshot on the various Network Health Check Report



Video and Voice Over IP (VoIP) Performance Monitoring. IP SLA supported device required.



Subscription Summary

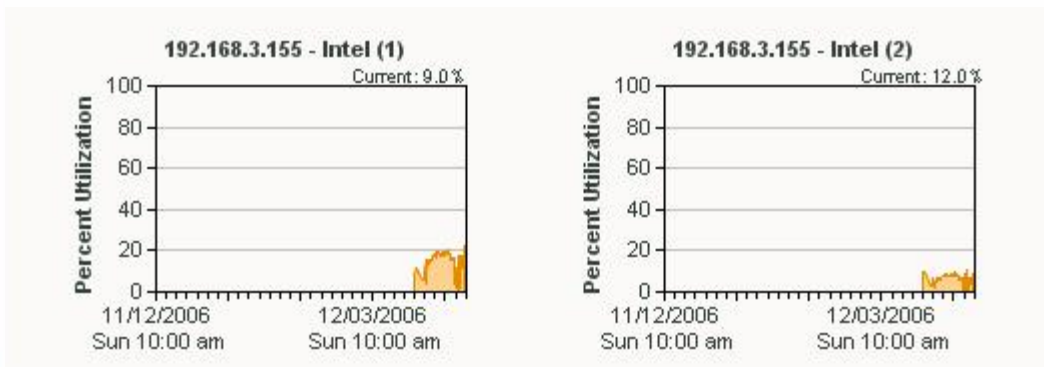
Extended Services to Server Performance and Application Performance Health Check As a Service

Related to IT network and infrastructure health check service, will be extend the coverage into two additional core dimension of complete infrastructure for end to end total visibility and insight.

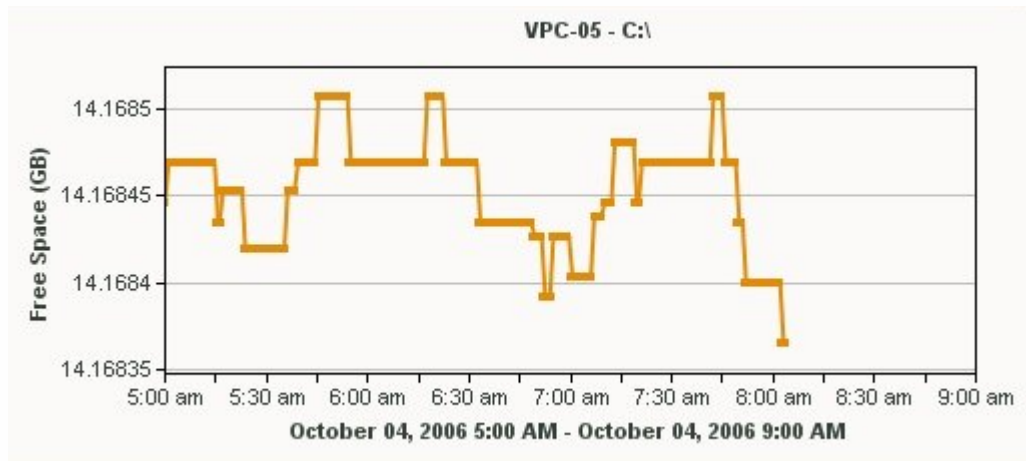
Server Perform Health Check

For server, regardless of Windows, Linux or UNIX server operating system. E-SPIN can extend the same technology across to perform server performance snapshot during the period, for decision making how well or being utilized. It support both physical and virtual server. The performance will cover the CPU, Memory, Interface, Hard Disk Utilization.

Some Screenshot for Server Performance Health Check



CPU Utilization



Disk Utilization

Subscription Summary

Application Performance Health Check

For Application, or enterprise critical application that run across multiple server or in cluster form, it required a unique way to create custom profile for each application for the unique and accurate application performance monitoring and reporting.

E-SPIN will capable to provide such a unique Application Performance Monitoring (APM) report assisting decision making on the performance area need application owners group attention.

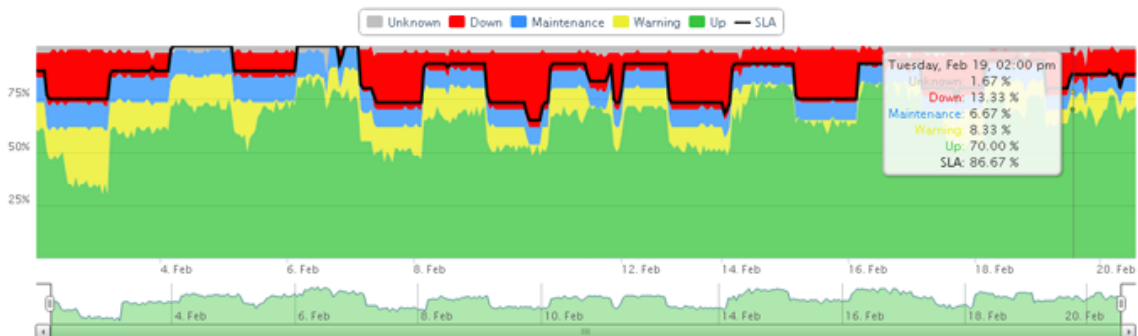
Some Screenshot for Application Performance Health Check

Historical Status

Date range: Month To Date From: 2/1/2013 12:00 AM To: 2/20/2013 3:06 PM Go

Hourly Availability

☒ Show SLA



Instance Summary

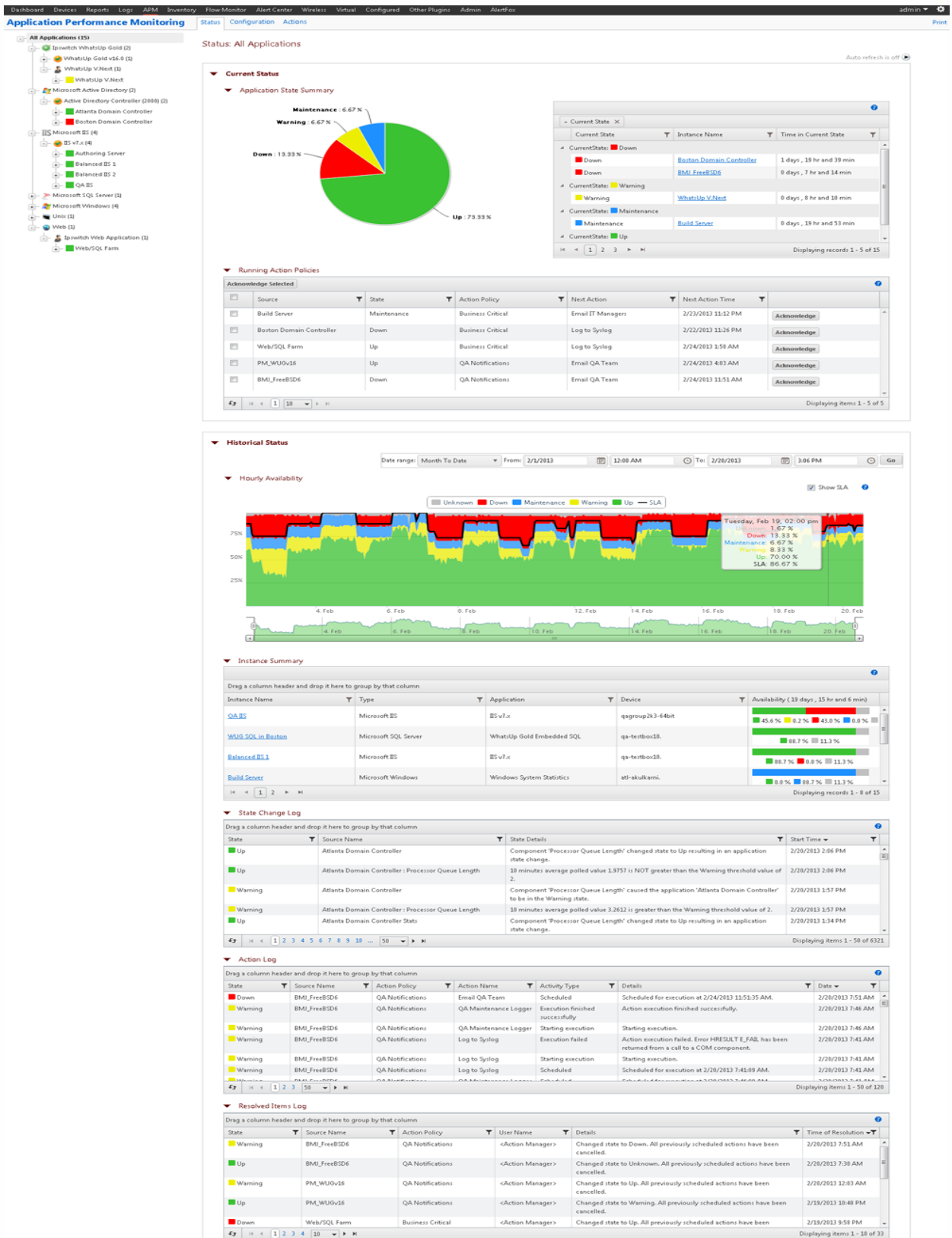
Drag a column header and drop it here to group by that column

Instance Name	Type	Application	Device	Availability (19 days, 15 hr and 6 min)
QA/RS	Microsoft SS	SS v7.x	qagroup2k3-64bit	<div><div></div></div> 45.6 % 0.2 % 43.0 % 0.0 %
WUG SQL in Boston	Microsoft SQL Server	WhatsUp Gold Embedded SQL	qa-testbox10.	<div><div></div></div> 88.7 % 11.3 %
Balanced RS 1	Microsoft SS	SS v7.x	qa-testbox10.	<div><div></div></div> 88.7 % 0.0 % 11.3 %
Build Server	Microsoft Windows	Windows System Statistics	atl-skulkami.	<div><div></div></div> 0.0 % 88.7 % 11.3 %

Displaying records 1 - 8 of 15

Subscription Summary

Some Screenshot for Application Performance Health Check



Subscription Summary

Service Fee

Based Offer Network Performance Health Check As a Service

Device Count	2 week	Flow Source	Server Performance
25	15000.00	5	+25%
100	20000.00	10	+25%
300	30000.00	15	+25%
500	40000.00	20	+25%
1000	50000.00	25	+25%
2500	100000.00	30	+25%
Over	Ask	Ask	ASK

For Application Performance Monitoring (APM)

On top of base service plan above, if required APM, then each 1 component to be monitor is RM 100, minimum required 25 component sign up = RM 2500.

Component is the base unit for APM monitoring, depend on how intensive or how application performance control point you want, it can add in 25 or even 50 or 100 component for single critical application for truly detailed and indepth monitoring. Typical application 25 to 50 component is go start.

A component is a single data point that is collected as part of an application profile. Example: CPU Utilization.

Each component 100

Component	Fee
25	2500.00
100	10000.00
500	50000.00
1000	100000.00
2500	250000.00

MSP/End Customer Checklist,
Make sure following available:-

- ☐ Flow Supported Device (if want to make use of flow monitoring)
- ☐ SNMP enable for device required
SNMP monitoring (provide the SNMP credential to E-SPIN)
- ☐ Wireless AP, make sure the device is under E-SPIN supported brand and model
- ☐ Voice / Video over IP monitoring, make sure have IPSLA device, and know how to configure it
- ☐ APM, make sure your application owner can provide the component they want to monitor and check during E-SPIN configuration