Network Management Service
Ease your burden with cost-effective monitoring and management

Benefits
- Maximizes your network and device uptime by proactively identifying and initiating issue resolution
- Relieves network monitoring and management burdens, freeing you to focus on your business
- Enhances effectiveness of network management to help improve visibility and control
- Accelerates resolution of network availability and performance incidents for routers, switches, firewalls, printers and other devices
- Redirects operational dollars to strategic initiatives to make IT a competitive differentiator rather than a cost center
- 7/24/365 management reduces staffing costs and provides around-the-clock coverage

Today, many of our customers report spending a significant portion of their budget, up to 70%, on supporting and maintaining their existing IT network devices. This leaves little budget for new IT investments to support the future demands of their businesses.

Network Management Service provides a full suite of network monitoring and management capabilities. Your network is monitored 24/7/365 by our skilled operations engineers using automated surveillance tools. You can view network performance statistics, alerts and create and manage trouble tickets from Control Center.

Description
Network Management Service is comprised of product tiers with increasing levels of service. Choose from one of the following:

Monitor & Notification
- Continuous network monitoring – 24/7/365 proactive network monitoring to identify issues with monitored devices
- Real-time notification – your designated maintenance personnel contacted to resolve issues
- Network operations center – available 24/7/365

Select
Includes all of the features of Monitor & Notification plus:
- Performance management – proactive monitoring of managed devices to ensure they are performing at a level that meets or exceeds your needs
- Fault management and escalation – analysis of activities to isolate and correct unusual operational behaviors
- Configuration management – manages configuration faults and customer-requested changes to ensure configuration integrity
- Online reporting – full suite of reporting capabilities available through Control Center

Contact your CenturyLink Representative today!

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• Device management service level agreements – incident identification and response, policy change request acknowledgement, policy change request implementation and emergency change request implementation have performance thresholds that are covered under SLA

Comprehensive
Includes all of the features of Select, plus:
• Total customer agency for non-CenturyLink transport – CenturyLink is your single, expert agent in managing the resolution of all service and transport faults as well as CPE maintenance related issues
• IPSec tunnel management (optional) – a site-to-site premises-based (CPE-based) IP VPN management bundle for site-to-site WAN applications
• Router firewall configuration – configuration of the firewall module within a router to provide customers with a basic level of security
• Configuration management – doubles the amount of customer-requested configuration changes included with Select service
• International coverage – same level of support for your international locations

Why CenturyLink?
• An award-winning national service provider with a comprehensive portfolio of communications solutions customized to fit your business
• Industry-certified, highly skilled IT experts and management processes to deliver a powerful network management and monitoring solution
• The transition of your IT operations to Network Management Service is seamless and quick with minimal business disruption during transition and virtually no up-front costs

Related products
• Data Networking
• Managed Hosting
• Managed Security Service
• Managed IP Communications

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