



Remote Monitoring

A great tool with which you can avoid critical situations and failures, and thus radically increase availability of the services being provided.

Remote Monitoring

With proactive remote monitoring you can avoid incidents and emergency situations, and maximize availability of your services and applications.

A brief summary of the service key features

With ANECT's "Remote Monitoring" service package you can proactively monitor all important parameters of your communication and system infrastructure and effectively prevent your IT from failures and emergency situations. This will considerably enhance the availability of services provided by this environment. The services that support your key business activities will thus be available at any time, and you will be able to render them to your own clients. The "Remote Monitoring" (RM) service is provided non-stop (7/24) by our team of certified specialists. What sets ANECT apart from other competitors, who are also able to identify incidents, is our ability to analyze these incidents and solve them.

The service covers the following areas:

- Remote monitoring of your communication infrastructure (switch-

ing, routing, WiFi, IP telephony, videoconferencing)

- Remote monitoring of your system infrastructure (network services, firewalls, antivirus protection, anti-spam, e-mail services, operating systems, backup systems, IP call centers)

Our RM services will enable you to:

- Anticipate and prevent incidents and failures
- Reduce the time you need to localize and solve the problem in the information system
- Support maintenance activities
- Get reports about the systems being monitored – about their operating parameters and condition
- Get precise, non-biased output data with which the quality of the provided services can be measured
- Process the analyses of the expected development of the key operation components which can help you in making decisions about your future ICT investments
- Do ICT Capacity Planning
- Protect the money that you have invested in expensive ICT devices
- Maximize the utilization of your ICT technologies

- Use our remote monitoring center instead of running your own at your own cost / Synchronize your RMC with ours
- Have total control over incident / problem solving – all information (from the moment an incident / problem appears until it gets solved) is sent to an extranet application called ServiceDesk, which is available non-stop
- Reduce your costs – no need to implement your own management tools, run your own RMC, and pay your own RMC specialists
- Have a quick and easy access to our valuable know-how and experience that we have gathered over the years while running our own RMC and providing remote monitoring services to a large number of clients
- Have a custom-tailored solution that fits your business needs and can be quickly implemented and put into operation

The key components of the service:

- "Fault Management" – monitoring of the transmission infrastruc-

ANECT a.s. provides innovative solutions built on an integrated ICT infrastructure. to answer any of your questions concerning this particular service by phone +420 Let's find a solution to your operations services together!

ture and availability of individual active network features and services

- "Performance Management" – long-term monitoring of the communication system performance, workload of the individual features and transmission infrastructure, and failures of physical interfaces
- "Event management" – consolidates both of the above-mentioned areas and visualizes, interrelates and categorizes them

Why is ANECT a.s. a suitable provider?

- We provide "Maintenance and Remote Monitoring" as a single service – ANECT's Remote Monitoring Center (RMC) operators are experienced network specialists able to perform advanced remote maintenance tasks on their own
- We can offer high availability and excellent proficiency of our RMC staff. Our RMC operators do not only forward incidents to solvers: they can localize, categorize and analyze incidents and problems, and in many cases also solve them. With our RM service package you will have an effective tool that will help you avoid most incidents and failures, and considerably shorten the time needed for problem solving

In what ways can the service be provided?

The "ICT Infrastructure Remote Monitoring Service" can be provided as a service or delivered as a ready-to-use solution. Ready-to-use solutions are first developed

as a project by remote monitoring specialists from ANECT's IT Designers' Department. ANECT's RMC can later take the solution over from them or provide the client with services over their own solution. However, integration of customer's solution with ANECT's systems is always required.

The service can be provided as:

- A ready-to-use solution
- A service (provided 24/7)

The price for the service is negotiable

What are the main benefits for the client?

- Better service availability – proactive monitoring enables you to anticipate and prevent incidents and failures, and maximize availability of your services and applications provided via your communication and system infrastructure
- Protection of your investments – effective prevention of incidents and failures significantly shortens the time during which your CSI features are not available, which helps you to protect the money you have invested in expensive technologies but also protects your assets, such as the data and information saved in your systems
- Much more transparent environment – non-stop monitoring provides you with up-to-date information about the real condition of the important CSI features, which makes this environment much more trustworthy and transparent



Our Account Managers are ready
271 100 100 or e-mail: anect@anect.com.

Company profile

ANECT a.s. is a leading provider of professional solutions in information and communication technologies. Since the very beginning, we have specialized in delivering complex communication systems and multiprotocol computer networks for medium-sized and large customers.

Our team of experienced professionals will maximize your IT investments by identifying and optimizing those of your communication and information technologies that are crucial for realizing your business strategy and vision.

With the products and services from our portfolio we can always bring you a solution that works well both for you and your customers. We offer products and services in ICT management, auditing and consulting, data centers, voice-video-messaging, ICT infrastructure, ICT operation management, security and business processes integration.

In order to deliver solutions of outstanding quality, we always use reliable, time-tested project management methodologies. Our competitive edge is based on developing innovative IT solutions built on an integrated ICT infrastructure.

Customers

We believe that our success is inextricably linked to the achievements and success of our customers. We render a variety of services to clients from all countries of Central Europe. We have delivered IT solutions to many government and public service organizations as well as to a number of market leaders in networking, financial and telecommunication services, industry, media and other services.

Among ANECT's customers, there are companies and organizations such as:

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| Allianz pojišťovna, a.s. | Ministry of Finance CR |
| AVG Technologies CZ, s.r.o. | Ministry of Culture CR |
| Czech Television | Ministry of Defence CR |
| The Czech Social Security Administration | Ministry of Labour and Social Affairs CR |
| Česká pojišťovna a.s. | Ministry of Agriculture CR |
| Česká spořitelna, a.s. | Národní banka Slovenska |
| ČEZ, a. s. | Národní památkový ústav |
| DHL Information Services (Europe) s.r.o. | Raiffeisenbank a.s. T-Mobile Slovensko, a.s. |
| GE Money Bank, a.s. | Office of the Government Representation in Property Affairs CR |
| GTS NOVERA s.r.o. | Volksbank CZ, a.s. |
| PPF/Home Credit Group | and many others |
| KIA Motors Slovakia s.r.o. | |
| Komerční banka, a.s. | |
| Kooperativa pojišťovna, a.s. | |

We consider our customers' satisfaction to be the synonym of high quality of our work. We systematically measure and assess our customers' satisfaction and react swiftly to their needs and requests.

Partners

In order to provide our clients with complex services of outstanding quality, we have chosen the most reliable partners. ANECT a.s. has achieved the highest certification level at a number of world leading companies.

ANECT is a Cisco Gold Partner, Microsoft Gold Partner, CheckPoint Gold Partner, Symantec Platinum Partner, Sun Associate Partner, Citrix Silver Partner, CA Value Added Reseller Premier, AudioCodes Channel Partner, 2Ring Advanced TAS Partner, Hewlett-Packard Preferred Partner, VMware VIP Enterprise Partner, TrendMicro Affiniti plus Partner and IBM Advanced Partner.

Company Mission

By careful monitoring of new trends and promising technologies, high proficiency of our specialists and the experience that we have gathered over the years in the market, we achieve a unique integration of ICT with our client's business. We always carefully analyze our customer's environment and integrate the proposed solution into the existing diversified infrastructure. We take pride in the quality of our solutions which has earned us our customers' trust. We value long-term relationships and provide technical support to the solutions that we have implemented as well as work on their further development.

ANECT a.s. has been active in the market since 1993 and at the moment has over 200 employees. The offices are located in Prague, Brno, Plzeň and Bratislava.

Our Vision

„In the Central European market, ANECT a.s. is a preferred provider of innovative solutions built on an integrated ICT infrastructure, enhancing customers' competitiveness and developed for the purposes of large organizations, the success of which is determined by the way and extent of using information and communication technologies.“

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