

تواصل تیلیکوم
tawasul telecom

PrOACT
tawasul

What is ProACT

The logo for Tawasul, featuring a red circle with a white dot inside, and the word "tawasul" in red lowercase letters below it.

Tawasul Telecom **PROACT** is a round-the-clock **early warning** service for detecting network problems before they drastically impair dependent communications, applications and systems. Left unmonitored, a network will inevitably fail, leaving employees idle and impacting the ability to do business - costing thousands through the loss of productivity, revenue or business image.

Tawasul Telecom PROACT gathers **real-time** and **historical data**, identifies potential problems, bottlenecks, tracks usage to boost performance, availability, productivity and distributes notifications to individuals or groups so that they can be resolved quickly and effectively.

Tawasul Telecom PROACT service utilizes a highly skilled Network Operations Center (NOC) Team together with robust network tools to provide **Proactive Monitoring** service for a customer's network **24x7x365**.





How does it Work?

Tawasul Telecom's 24x7x365 NOC team uses in-house customized monitoring systems along with industry recommended thresholds and criteria to identify impending issues within a customer's network to **notify** the customer-designated interface via agreed channels (email, telephone) with **trouble-ticketing** to ensure that the customer is constantly updated.

Escalation matrices are customized with the customer to notify at multiple levels of a customer's organization in order to ensure events handled appropriately.

In addition to identifying issues and alerting, PROACT customers also receive a complete package of **reports** as well as an **online portal** containing valuable information about the performance of their network. The online portal gives live insight while monthly trend reports plot parameters such as Traffic, CPU Load, Errors and more which can be used to draw up comprehensive analysis for capacity planning and network design reviews.

Note: *Currently only Cisco network devices running SNMP v2 or higher are supported for this service*

Feature Set

Tawasul Telecom NOC monitors the live status of network elements or designated hosts against industry and vendor defined thresholds to trigger an event and log for future reporting.

Service Group	Service Type	Parameters Monitored	Customer Notification	Escalation	Incident Report	Online Portal Access	Performance Report
Status Service	Host & Environment Status*	Host, Fan, Power, Temp.	✓	✓	✓	✗	✗
	Interface Status	Interface	✓	✓	✓	✗	✗
Performance Service	Host Availability	Uptime	✓	✓	✓	✓	✓
	Host Performance	CPU, Memory, Open Channels	✓	✓	✓	✓	✓
	Interface Performance	Bandwidth, Interface Errors	✓	✓	✓	✓	✓
	QOS Statistics on Hosts	Drop Packets, BW per Class	✓	✓	✓	✓	✓
	QOS Performance on Links	Bandwidth, Jitter, Delay, Packet Loss	✓	✓	✓	✓	✓

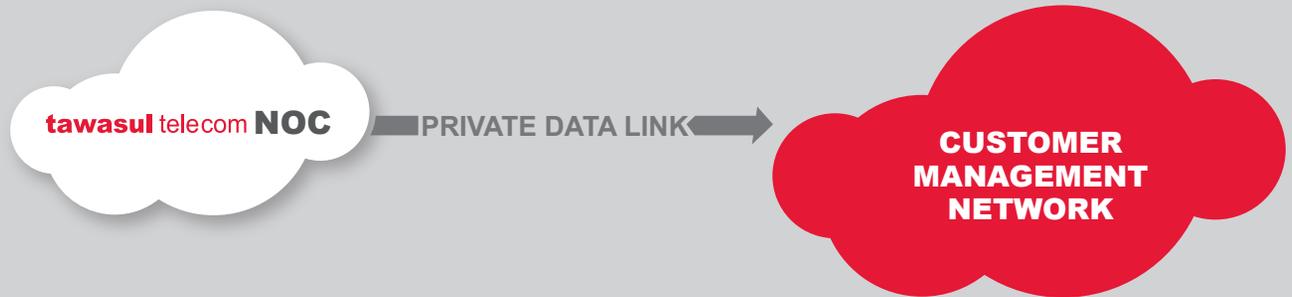
***The service type - Host & Environment Status is the mandatory minimum service for any customer.**

The remaining service types are optional and can be selected based on customer requirements.

Any customer device can have multiple services and each service is designated as an element.

Cisco SAA agents are required for QOS related monitoring.

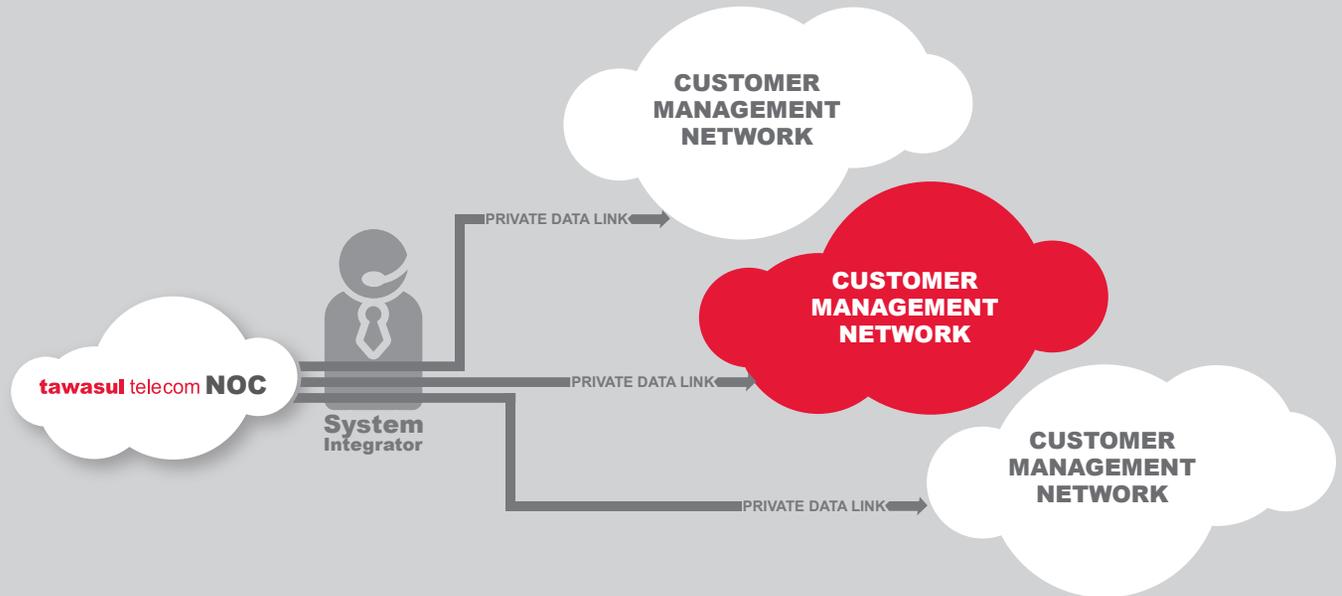
The Enterprise



Direct data connectivity to the customer site is mandatory part of the solution for visibility of the customer equipment. Tawasul Telecom will provide and manage this connectivity.

ICMP and SNMP Read Only are the only traffic types required to access the customer management network.

The System Integrator



Direct data connectivity to the customer site is mandatory part of the solution for visibility of the customer equipment.

Tawasul Telecom will provide and manage this connectivity.

ICMP and SNMP Read Only are the only traffic types required to access the customer management network.

The Service Provider



Direct data connectivity to the customer site is mandatory part of the solution for visibility of the customer equipment.

- In case the service provider is a licensed local service provider, than they could preferably provide and support the private data link while Tawasul Telecom will provide the managed router at the customer site as a part of the solution.
- In case the service provider is not a licensed local service provider then Tawasul Telecom will provide and manage this connectivity.

ICMP and SNMP Read Only are the only traffic types required to access the customer management network.

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www.tawasultele.com
Tel.: +965 1870011