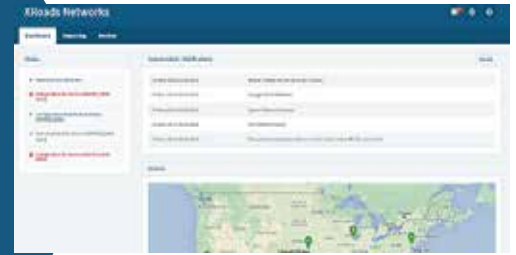# ZeroOutages
Vivo Service

SLA Monitoring & Alerting

Net Responsiveness and Availability Tracking
ZeroOutages Vivo service allows customers to easily setup and monitor their network connectivity via their gateway devices.

Vivo tracks uptime, round trip time, jitter, packet loss, and network utilization per ISP connection with full SNMP integration.
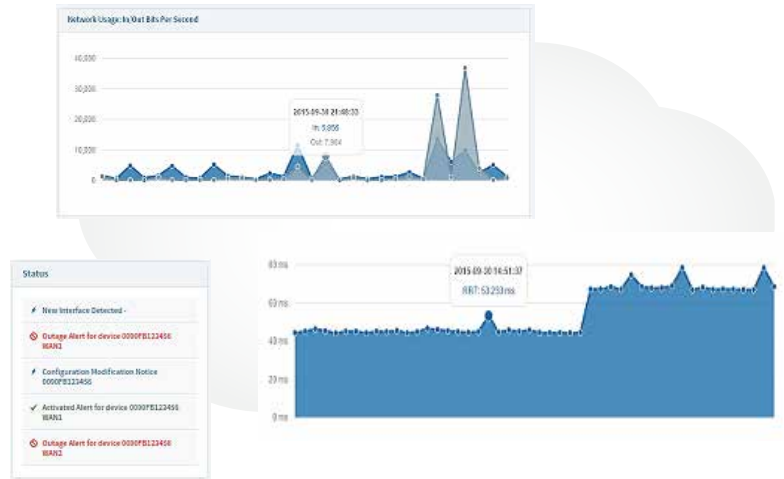
Network Monitoring - (Tactical Dasboard)
The ZOOM dashboard displays a customers entire network on a single screen and provides comprehensive network awareness.

Network Alerting - (Testing 24/7/365)
The ZOOM portal will automatically alert customers in the event of a network outage and open a ticket with the service provider.

The ZOOM portal provides user specific access to view, alert, and report on the monitored circuits.

Gateway Data Collection

Vivo is a unique service that is specifically designed to monitor SLA metrics for Internet circuits. It tests up to five links/devices per site using a combination of different tools to track usage over time.

This service can be upgraded to our Active/Failover service which provides Application Prioritization, multi-WAN link bonding, and Best Path Routing.

Vivo	Global Data Collection & Reporting	Gateways Support	SLA Reporting	Network Alerting
Service Details	• Centralized Management • Simplified Reporting • Global Gateway Mapping	• Monitors ANY Device • Routers (Cisco, etc.) • Firewalls (Sonicwall, etc.)	• Uptime & RTT • Jitter and Packet Loss • Bandwidth Usage (SNMP)	• Automated Outage Alerts • SLA Exceeded Alerts • We Manage ISP Tickets