



ZeroOutages Circuit Monitoring

v 1.2

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24/7 Network Testing



The ZeroOutages portal makes it easy to monitor your customers, and potential customers, circuits.

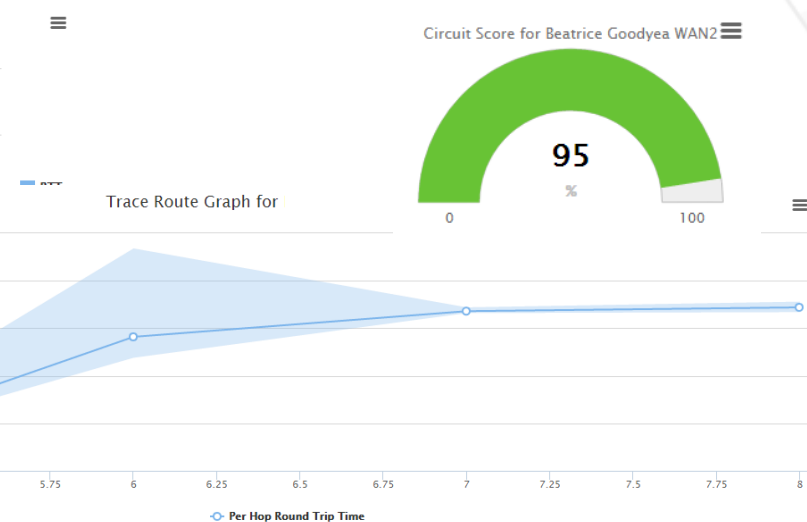
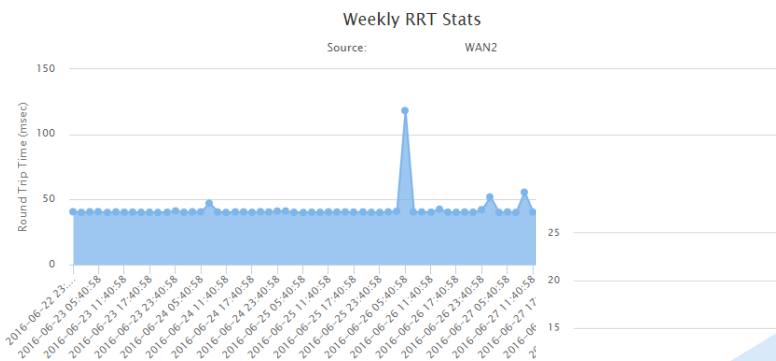
- With ZOOM you can setup continuous testing of the customers Internet connections.
- ZOOM automatically performs various tests in order to determine circuit uptime, performance, and packet loss.
- In the event of poor performance, or a network outage, the ZOOM portal can automatically notify the customer, the agent, and anyone else that you chose.

Basic vs. Enhanced Monitoring

Basic (free): This level provides up/down monitoring along with performance monitoring (RRT & packet loss).

Enhanced: This level adds additional testing, including circuit scoring and stress testing.

Agents and ZeroOutages partners can use the basic service to monitor their customers in order to get alerted when an outage or poor performance is occurring.



Requirements

How It Works: The ZOOM portal performs its testing via various protocols, including ICMP (ping) testing.

To setup the monitoring the only thing that is required is the customers WAN address (i.e. the IP address assigned to the customers circuit).

You can obtain this address by asking the customer for it directly, or getting the ISP name and circuit ID from the customer and requesting the IP address from the service provider. The address you are looking for is four octets.

xxx.xxx.xxx.xxx (Example: 24.125.178.2)

Monitoring Setup

The form below includes the general information needed to setup a new account. This includes the customers name, a description (if any), the IP address (which is the most important), then the service provider, circuit ID associated with this connection being monitored.

Name (required)	<input type="text" value="Node Name"/>
Description	<input type="text" value="Description"/>
Group	<input type="text" value="ZeroOutages"/>
IP Address (required)	<input type="text" value="IP Address"/>
Provider Name	<input type="text" value="Select Provider"/>
New Provider (If other)	<input type="text"/>
Provider Account ID	<input type="text" value="Provider Account ID"/>

Special Parameters

The ZOOM portal allows you to change how its performing its testing and alerting. It is recommended that you keep the defaults unless you are sure of what you are doing.

If you have questions about this please schedule a call with support to fine tune the circuit testing.

RTT Threshold (ms)	<input type="text" value="150"/>
Loss Threshold (%)	<input type="text" value="5"/>
Jitter Threshold (ms)	<input type="text" value="20"/>
Trigger Count	<input type="text" value="5"/>
Pause Period (sec)	<input type="text" value="3"/>
Reset Period (sec)	<input type="text" value="360"/>
Inbound Link Speed (Mbps)	<input type="text" value="1000"/>
Outbound Link Speed (Mbps)	<input type="text" value="1000"/>

Circuit Mapping

Partners/Agents that wish to map which customers they are monitoring may add street address information for the circuit. This will plot the circuit on the main dashboard of the ZOOM portal.

The dashboard map will quickly show all active circuits.

Pause Gateway	<input type="text" value="Pause Gateway"/>		
Circuit Location (Address)	<input type="text" value="Address Line 1"/>		
Circuit Location (Address2)	<input type="text" value="Address Line 2"/>		
Circuit City/State/ZIP	<input type="text" value="City"/>	<input style="border: none; background-color: #f0f0f0; border-radius: 4px; padding: 2px 5px; text-align: right; font-size: 0.9em; color: #666; cursor: pointer; width: 100%;" type="text" value="Select A State"/>	<input type="text" value="ZIP Code"/>
Circuit Country	<input style="border: none; background-color: #f0f0f0; border-radius: 4px; padding: 2px 5px; text-align: right; font-size: 0.9em; color: #666; cursor: pointer; width: 100%;" type="text" value="Select Country"/>		
GeoLocation	<input type="text" value="Map Location Example: xxx.xxx, -xxx.xxx"/>		

Advantages

Setting up circuit monitoring for your customers, and potential customers provides several immediate advantages for our agents/partners.

1) Stay informed... get automated email/text alerts whenever there is a problem with a monitored circuit. Know what is happening before your customer does.

2) If the customer has an outage, you can call them immediately about adding a backup circuit.

3) If the customer is experiencing latency/packet loss, you can call them about adding a secondary circuit with best path routing in order to improve performance.

Sell more circuits and gain customer trust with 24/7 monitoring.

Selling New Accounts

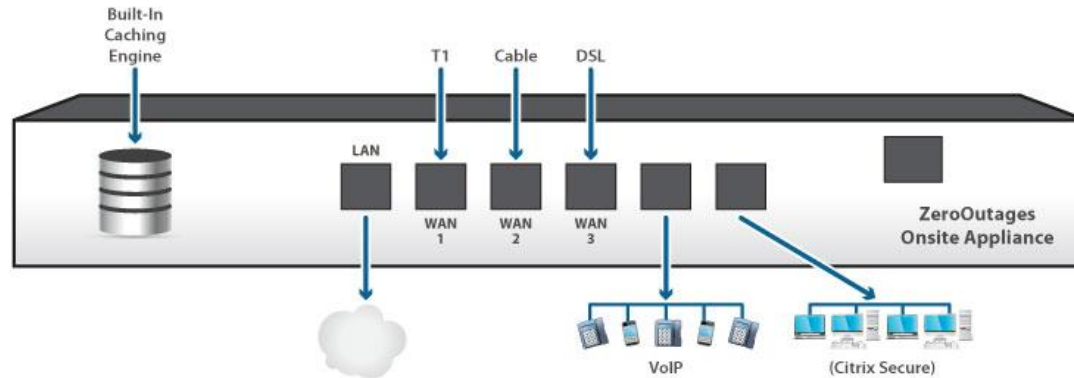
ZeroOutages ZOOM portal provides our agents/partners with an easy way to get NEW customers. By monitoring a new potential customers circuit, you get a foot in the door and can provide immediate assistance when something happens.



“ZERO objections from new potential customers.”

Many of our agents/partners call on new potential customers and offer free circuit monitoring as a way to get in the door. They then have an easy way to sell new services if the customer has any issues, which they always do.

Service Upgrades



The ZeroOutages provides an easy path for customers to upgrade to our full network reporting services.

With our ZOOM portal customers can get even more detailed network usage and performance data. The OnSite appliance also enables additional services like QoS/dynamic shaping, Intelligent WAN routing, automated failover, SD-WAN site-to-site tunneling, managed firewall and all of ZeroOutages other services.



Contact your ZeroOutages representative or visit our website, <http://www.zerooutages.com>, for more information or to begin an evaluation.