

# Announcing Covalent Network Monitor With Quick Fix

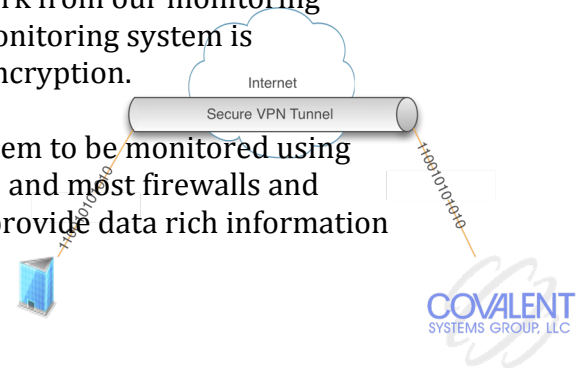
## ***What is it?***

Covalent Systems Group will monitor important infrastructure on your network 24/7 and log important events. Critical systems issues/errors generate e-mailed notifications to us so we have immediate information about issues as they are happening, allowing us to respond to, and in some cases prevent issues before they translate into a loss of productivity for your office.

## ***How does it work?***

We start by building a secure VPN tunnel to your network from our monitoring service. This ensures that all information sent to the monitoring system is completely encrypted using state of the art high-level encryption.

Then we decide which systems to monitor, and allow them to be monitored using SNMP, *the* standard in network monitoring. All servers, and most firewalls and switches support SNMP reporting, and typically it will provide data rich information about the equipment, its status and relative health.



## ***Why do I need it?***

Covalent checks on your servers when we are in the office, or if you report something is wrong. Together with preventative maintenance, this keeps things running smoothly as much as possible, nearly all of the time...*almost*. Hard drives fail, networks have storms and problem devices, and those events don't wait for a time when it is convenient to fail. Servers will often send alerts if they detect an impending hard drive or other critical failure. These errors would be reported immediately to Covalent, and if you have subscribed to the Quick-Fix service, we would log in as soon as possible and resolve the issue, before anyone noticed that there was an issue at all.

## ***The difference is in the response.***

If we know your equipment is in a critical state, it may still be performing well (as per its design) but may be in danger of failing. That is not something you would wait to take action on, and neither would we. If a hard drive fails in a server array, the information is instantly sent to us. Then, we have the capability to have a new drive shipped overnight, and get the quickest response possible.

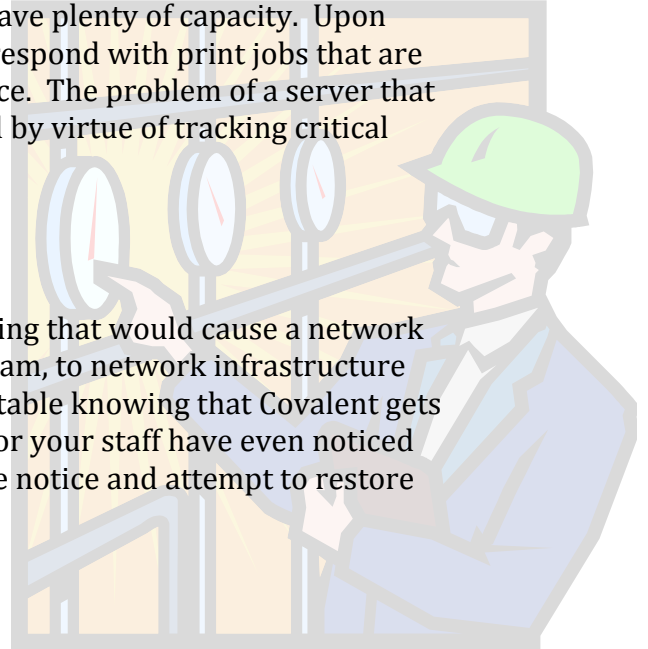
## ***Reduce troubleshooting time.***

Scenario:

A server randomly stops responding for short amounts of time, but is not crashing. Covalent occasionally receives reports that the hard drive is nearly full from our reporting system, but when checking it, the drives have plenty of capacity. Upon deeper investigation, it turns out that the alerts correspond with print jobs that are expanding to fill the hard drive and slow performance. The problem of a server that “just seems slow, and stops occasionally” is resolved by virtue of tracking critical events live.

## ***Prevent down time.***

All critical services are tracked. This includes anything that would cause a network outage, or service disruption, from e-mail, to anti-spam, to network infrastructure services, and critical hardware as well. Rest comfortable knowing that Covalent gets the alerts that something is up, possibly before you or your staff have even noticed it, and with Quick Fix, we log in as soon as we get the notice and attempt to restore functionality/productivity in short order.



## ***Ok, it sounds great! What's it going to cost me?***

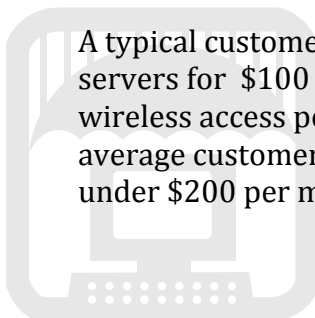
The fee schedule is as follows:

\$15 per month, per monitored device.

\$35 per month per Quick Fix device.

Quick Fix gives you immediate response, 24 hours a day, for up to 30 minutes to log on to servers/devices in trouble and attempt to fix it quick. If something is going to take longer, normal rates will apply and we will consult you as to how/when you want to proceed.

A typical customer would set up network monitoring with Quick Fix on two to three servers for \$100 - \$150 per month. Also, we would likely set up monitoring on a wireless access point, network switch, and firewall for another \$45 per month. An average customer would wind up with some pretty inexpensive insurance for just under \$200 per month!



*Contact Covalent today to get started. Signing up is easy with DocuSign technology. It only takes one e-mail, and a quick signature to get your network monitoring set up today!*