



IMPROVE ALERT ACCURACY AND RELIABILITY WITH EYES ON CRITICAL CONSOLES

- Augment your staff by using viLogics trained technicians to watch your alert or event consoles 24/7/365

UNLIMITED CONSOLE MONITORING

- The viLogics Network Operations Center (NOC) has no limits on the number of consoles to monitor. Packages begin with eyes on up to 5 Customer consoles.

REDUCE DOWNTIME

- Reliably receive notifications for critical alerts faster. Don't miss emails, texts, or system generated notifications again.

CUSTOMIZED CALL ESCALATION

- Improve your call escalation process by having viLogics technicians execute your call escalation tree for critical alerts.

VILOGICS WILL PROVIDE:

- Technicians trained specifically to watch your consoles for critical alerts
- 24/7/365 eyes on your consoles
- VPN Connection into Customer environment
- 30 minute Service Level Agreement on notification of Critical Alerts
- Your consoles displayed on the viLogics NOC large screen monitors
- Enhanced alert detection where possible

CUSTOMERS WILL PROVIDE:

- A brief training session led by the Customer that involves their systems and set expectations.
- Defined monitoring hours.
- Device list of systems for monitoring.
- Designated five (5) static windows for monitoring.

24/7/365

viLogics

Enterprise

Support



Highly

Trained

viLogics

Technicians



30 Minute

Service

Level

Agreement



Fixed

Monthly

Rate



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