

Pluses aplenty

Advantages offered by the customized network management packages

- Latest software, hardware technology is deployed to monitor your network using a secure VPN tunnel
- Design operates within limits of a firewall protection and the deployed channel enables performance evaluation and generation of timed data inflow charts without disrupting your line of operations
- Extensive fault rectifying methods and performance management tools are employed to minimize operation costs and enhance your IT investment avenues
- Comprehensive services that support CISCO based advanced technologies and network infrastructure solutions
- Removes the need for capital expenditure and reduces operational expenses
- Implementation of well defined change management processes helps reduce configuration errors
- Ongoing trend analysis, problem identification and resolution helps to reduce incident occurrences
- Enhances network performance and availability thereby reducing network downtime losses
- Our Remote Network Management services are inclusive of Notification services, IPT management services and Help desk services.



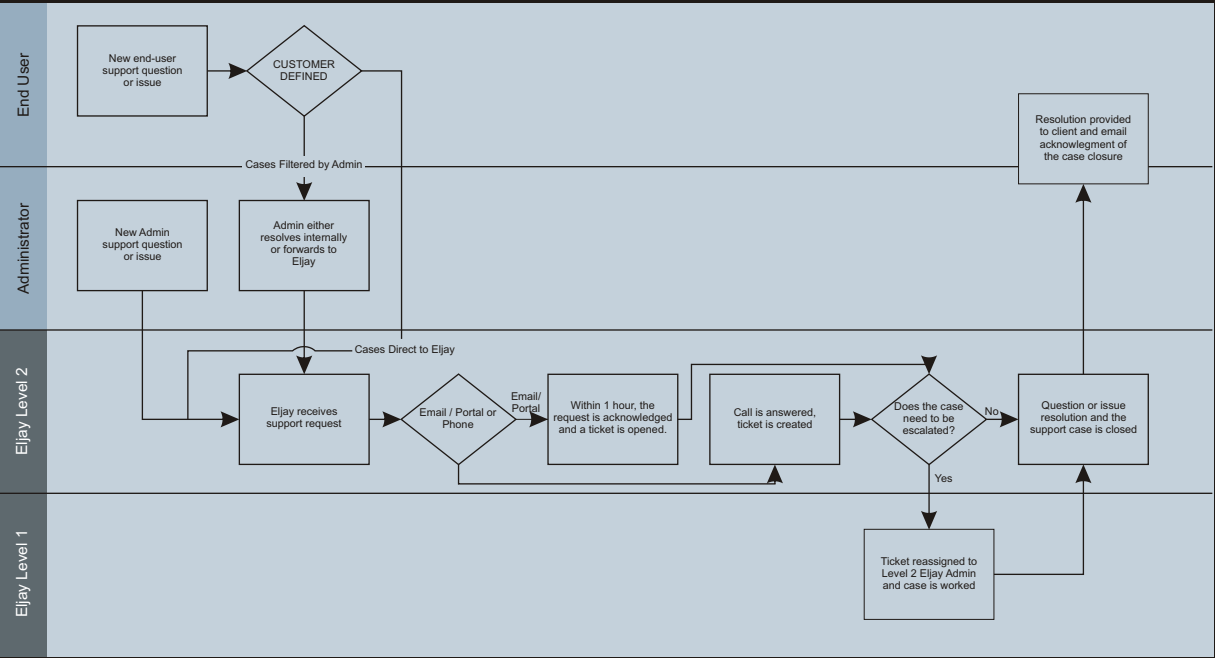
Future beckons

Stay connected

Network is a critical element that influences your business. It can change the way customers look at you. And has the power to determine your future. Take help from Eljay Remote Network Management Systems. And face the future with brimming confidence.

Eljay can help you increase your business performance. Call 91-44-2434 6474 or visit [www.eljayindia.biz](http://www.eljayindia.biz) to know how.

Eljay - IPT Help Desk Process



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Downtimes caused by network failures drain away your returns to a noticeable degree.



WAKE UP !





## A Lending hand

### *Eljay Remote Management Systems*

Eljay, an integrated network technology company offers holistic remote network management solutions that are designed and developed, keeping in mind the high demands of today's business. Benchmarked to international standards, the solutions are reliable, scaleable, and assure efficient working of your network. Not to mention your employees.



## Close up

### *Remote Network Management*

Network management is critical to efficient business functionality. Be it telephone system, e-mail or e-commerce, having a dependable communications network with maximum uptime and availability is of paramount importance. A recent study by Infonetics reveled that overall downtime costs cut about 2% to 16% of annual revenue. When your network goes down, it actually takes your productivity and revenue along with it. This affects your company's reputation. And ultimately tampers with the trust of your customers. But fear not, with Eljay by your side you can maintain a robust reliable network that enables you to excel excellence.

## A Proactive partner

### *Eljay Remote Management Systems*

Eljay brings you an efficient network management team that plans, monitors and manages your network site round the clock. It has a fully functional network operation centre in Chennai, India. And has highly qualified CISCO certified engineers as its staff.

### Services offered

#### ① *Notification Services*

This service constantly monitors your application 24x7. And reports defect zones as when it's detected. Furthermore, performance reporting is carried out and there is a guaranteed response in the event of faults.

### Salient features

- Automated escalation and notification of critical alarms to your IT staff
- Fault isolation/diagnostics using root cause analysis for rapid action and remediation
- Performance-level measurement and analysis
- Real-time monitoring status and historical trending via our customer web portal
- Trouble ticket management
- Configuration backup for monitored devices

#### ② *IPT Management Services*

This involves overall administration of the network. And is predominantly maintenance intensive which covers system configuration monitoring, MACs (moves/adds/changes) monitoring, performance tuning and fault resolution.

### Salient features

- Fault alerting/reporting and performance monitoring
- QOS (Quality of service)
- Voice Quality
- Problem management and dedicated customer service contact.

#### ③ *Help Desk Services*

Professionally trained system engineers patiently answer your queries that are related to dial plans, system configuration, quality of service and call quality.

### Salient features

- You can reach us for problem shooting by dialing 800 or through a service ticket. Our IP telephony trained and certified NOC operators will respond within a guaranteed time frame
- Support services can be made as per the requirement of your IP telephony systems



## Advantage you

### *Merits of Eljay*

Eljay provides your organisation the benefit of multi vendor support, experience technical staff and proactive service that will cater to all your network demands and maintenance requirements.

**Vendor contracts:** Eljay effectively manages your vendor contracts. It carries out an inventory analysis of all the products used in your network and assesses the warranty period for each product, so that you understand the usage and scope of products that make up your network.

**Constant product updates:** Upgrades of the critical products in your network will be constantly informed to you. This lets you be in complete control of your network.

**Renowned staff:** Eljay's professional team comprises of certified professionals who are skilled in network management. Their experience and expertise help you concentrate on your core business.



**In tune with your business demands:** Depending upon the nature of your business, Eljay assigns resources that provide customized service 24x7x365.

**Thinking ahead:** Eljay's acclaimed for its renowned service. It constantly keeps you posted on all the issues that influence your network performance. Its skilled staff constantly monitors your network and advises you how best you can optimize your network performance.

**Advanced technology:** Eljay's remote management solutions work efficiently and effectively, thanks to the advanced technology and state-of-art infrastructure.

**Cost advantage:** Outsourcing your network maintenance with Eljay brings you cost control and predictability over time, allowing your business to secure its assets with minimal expense and up-front cost.

