



Merit Network Monitoring Service

As your organization makes more academic and administrative resources available over its network, network uptime and reliability are critical to the day-to-day operations of an organization and its users.

Detecting network problems and efficiently resolving issues are now a 24X7 responsibility that requires the tools and expertise of a network operations center (NOC). Put the power of Merit's Network Operations Center to work for you.

Benefits/Features

- Monitors your network 24X7
- Provides trouble resolution with vendor management and coordination
- Decreases outage times
- Logs service tickets and reports status
- Enables immediate first level trouble resolution
- Provides human interaction with vendors and staff
- Enables after-hours maintenance facilitation
- Supplies call-in dispatch, tracking, and escalation

Near-sourcing Advantages

- Relieves strain on staff
- Requires no capital investment, on-campus staffing
- Uses trusted resources of Merit Network
- Leverages Merit membership
- Increases your organization's efficiency

Flexible Monitoring and Notification Tools

Using *Spectrum*, *Intermapper* and *Remedy*, Merit's NOC can monitor and manage the following:

- Network
- Telephone systems
- Fire alarms
- Power status
- Servers and applications
- Security alarms & systems
- Heating & cooling plant
- Power backup systems

Service Levels

- Full 24 Hour Service
- After Hours, Weekends & Holidays

Optional Monitoring and Reporting Methods

- Customer-managed Systems
- Shared Systems



Monitoring networks since 1987

For more than 20 years, Merit's Network Operations Center has monitored Michigan's Research & Education Network

Merit's NOC has decades of experience monitoring complex networks, dating back to the NSFNET. Our NOC analysts are among the most experienced in the industry and use techniques that efficiently diagnose and resolve network problems. Merit's world-class 24x7 Network Operations Center has monitored Merit's backbone for years, and now it can assist your organization's needs.



1988 photo



2009 photo



Merit Network Monitoring (Continued)

Future Service Offerings

- Second level trouble shooting and resolution
- Engineering Consulting
- Configuration Service
- Security Services
 - Security Audits
 - Firewall Managements
- Engineering Consulting
- Peer-to-Peer Auditing & Reporting

For more information, please contact Member Relations at info@merit.edu or 734-527-5700.

Organizations Using the Merit Network Monitoring Service

Washtenaw Intermediate School District

University of Michigan

Michigan Lambda Rail

and others

