

Managing multiple network devices is a complex and demanding task that requires continuous attention. Trace3 experts safeguard your systems, ensuring complete network visibility that allows you to focus on what really matters—moving your business forward.



Trace3's Managed Network Services offer 24/7 monitoring, proactive management, and enhanced security for network components like routers, switches, and firewalls. Businesses can rely on optimized performance and cost efficiency while focusing on strategic priorities.

## FOCUS ON MOVING BUSINESS FORWARD, LET TRACE3 MANAGE YOUR NETWORK



### COMPREHENSIVE VISIBILITY

Real-time insights into the health and activity of your network, enabling you to make informed, data-driven decisions to optimize performance, and plan for future network needs.



### OPERATIONAL FOCUS

Insights provide a clear view of your network's health and activity. Actionable analytics empower better decision-making, helping you stay ahead of potential challenges.



### ENHANCED NETWORK RELIABILITY

Proactive management minimizes downtime, ensuring consistent and reliable network performance. Regular monitoring and updates improve device health, keeping your systems running optimally.



### COST OPTIMIZATION

Reduce overhead costs by eliminating the need for an in-house network management team. Gain access to advanced tools and certified experts for a predictable monthly expense, optimizing your IT budget.

For more details or to begin your Managed Network Services journey with Trace3, please contact your Trace3 representative or visit [www.trace3.com](http://www.trace3.com)



Trace3's Managed Network Services empower your business by reducing downtime through proactive management, enhancing security with continuous monitoring, and optimizing performance with expert network tuning. Free your IT team to focus on driving strategic priorities while we ensure your infrastructure runs seamlessly.

## FEATURES AND CAPABILITIES

Feature	Essential	Enhanced	Enriched
24/7 monitoring and observability	✓	✓	✓
Real-time or near-real-time insights into system performance	✓	✓	✓
Alerts and notifications to the client for resolution	✓	✓	✓
Continuous monitoring of devices to detect and resolve issues before they impact operations	✓	✓	✓
Access to customizable dashboards displaying KPIs, alerts, and system health	✓	✓	✓
Configuration updates and MACD changes		✓	✓
Problem and change management using ITSM systems		✓	✓
Proactive alert tuning for reduced false alarms		✓	✓
Regular updates and configuration changes to maintain security and performance		✓	✓
Management of VPN configurations, routing protocols, firewall policies, and access controls		✓	✓
Routine backups and recovery processes for configurations		✓	✓
Firmware updates and patch management			✓
Third-party maintenance and case management			✓
Quarterly End-of-Support (EoS) / End-of-Life (EoL) reports			✓
Implementation and enforcement of security policies			✓
Vulnerability management through timely patching			✓
Regular reviews of system performance and recommendations for optimization			✓
Engineering-led tuning of alerts and configurations to reduce noise and improve stability			✓
Detailed monthly and quarterly performance reports			✓
Rapid resolution and remediation of detected issues, aligned with SLAs			✓

Trace3 supports all major platforms and original equipment manufacturers (OEM)s. For a full list, please contact your Trace3 representative.

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