

PROACTIVE NETWORK MONITORING & MANAGEMENT

IS MANAGING YOUR NETWORK BECOMING TOO DEMANDING?



*Have you ever lost profits and productivity
because your network was down?*

*Would you like to manage your network
more efficiently . . . without adding staff?*

*Do you want to manage your business,
rather than your network?*

Total Care can set you free!

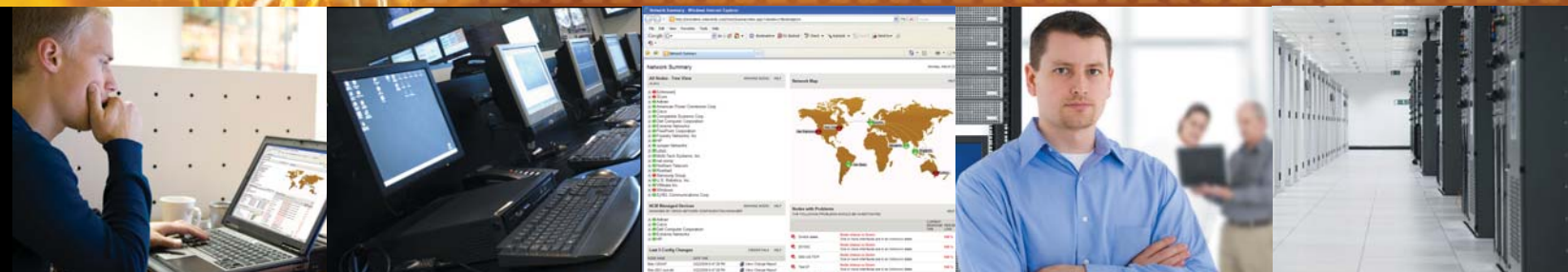
TOTALCARE
NETWORK MONITORING & MANAGEMENT

TOTAL
COMMUNICATIONS, INC.

www.totalcomm.com

PROACTIVE NETWORK MONITORING & MANAGEMENT FREES YOU TO FOCUS ON YOUR BUSINESS!

Total Communications has made a significant investment in people, technology and facilities to bring you best-of-class network monitoring & management.



Nothing is more essential to your success than your voice/data network. Managing a network for a small or mid-size company can be as complex as managing a network for a Fortune 500 company - with fewer resources. Even with the addition of voice and other IP services on the network, your users expect fast performance and high levels of quality. How do you manage this challenge effectively? If your network goes down, where do you turn?

The Challenge: Network Uptime & Reliability in a 24x7 World

Your network has grown in size and complexity. At the same time, your business is increasingly dependent on the applications run over the network. Assuring network reliability and uptime is critical. If your company does not have a dedicated IT staff, these issues can be overwhelming. If you have an IT staff, you may need to add more staff, and dedicate time, energy and resources to meet these challenges.

The Solution: Total Care

Or, you can turn to Total Communications! Now the company 12,000 New England businesses trust for their communication systems, data networks, and carrier and Internet services, will monitor and manage your network! The Total Care program protects your network investment, maximizes uptime and reliability, and frees you to focus on your business!

Proactive, Not Reactive

Total Care is an outsourced solution that gives you:

- network monitoring and alarm notification - 24x7
- help desk
- software upgrades
- telephone lines/circuit troubleshooting
- power surge/lightning protection

With this proactive approach, most issues can be identified and resolved before there's a problem. But if there is a problem, we go the extra mile - including 24x7 onsite service - until it is resolved! Combined with your equipment warranty or a Total Guaranteed Maintenance Agreement, it is a complete approach to network management.

Enterprise-Class Technology at an Affordable Price

Total Care Services are delivered by a company that has specialized in converged voice/data networks for 29 years, while building a team of experts backed by top-notch physical and technical resources.

Total has invested in best-of-class network monitoring and management applications to bring you a comprehensive program. As your network grows in complexity, our program can scale to accommodate more users, locations and advanced technologies. By serving many companies, Total brings your business enterprise-class technology at an affordable price.

Cisco Powered Network Run From Secure Network Operating Center

The sophisticated Total Care hardware and software are run on a Cisco Powered Network from our secure, environmentally controlled Network Operating Center (NOC). The NOC is connected to the Internet with redundant OC3 and DS3 interconnects and features an internal gigabit LAN on multimode fiber. This 1,000 square foot facility meets the technical and security demands for running an advanced network monitoring program.

Total Engineers: 643 Years of Experience, 327 Certifications

An effective monitoring solution requires a knowledgeable staff as well as sophisticated technology and a secure facility. Our network engineers have a combined total of 643 years of experience and 327 certifications. In fact, Total invests thousands of dollars each year in continuing education for our technical staff. Beyond their core network expertise, our engineers have advanced training in network security, unified communications and wireless networks. They combine their skill and experience with dedication to minimizing your network downtime and accelerating resolution of network issues. Total Care - and our network engineers - are on the job 24x7, so you don't have to be!

Whether you are a small business owner who wants to concentrate on growing your business, or an IT manager who needs to out source network monitoring for an increasingly complex network, we can design a Total Care plan that will meet your specific technical needs and deliver a significant Return on Investment!

Are your IT resources tied up maintaining the status quo? Total Care can set you free!

- Network Monitoring
- Telephone Lines/Circuit Troubleshooting
- Software Upgrades
- Help Desk
- Power Surge / Lightning Protection



NETWORK MONITORING & MANAGEMENT



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BUILD A CUSTOM TOTAL CARE PLAN!



SERVICE	DESCRIPTION	AVAILABILITY
Total Care Remote Monitoring	<ul style="list-style-type: none"> - Monitors routers, switches, firewalls, servers and SNMP-enabled devices 24x7x365 - Monitor performance metrics (bandwidth utilization, packet loss, latency, & QoS) - E-mail/text notification whenever there are performance problems or outages - Online Network Status: See network's status real-time through intuitive web interface. Check network availability, traffic, response time, memory usage, & more - Online Trouble Tickets: Open a trouble ticket and track progress online - Quarterly Reports: Detailed report lists performance metrics for monitored devices & offers analysis. - Prompt issue resolution, including onsite service if needed 	<ul style="list-style-type: none"> - Bundled with plan or a la carte - Billed up front or monthly - 24x7x365
Total Care Help Desk with Remote Adds, Moves & Changes	<ul style="list-style-type: none"> - Cost-effective solution for: <ul style="list-style-type: none"> - Time Changes - Feature Questions - Swap Extensions - Set Voicemail Passwords - Name Changes - Remote Adds, Moves & Changes - In-house technical group will answer questions and execute AMC's remotely 	<ul style="list-style-type: none"> - Bundled with plan or a la carte - Billed up front or monthly - Available 8x5
Total Care Software Assurance	<ul style="list-style-type: none"> - Install major and minor software updates* - Ensure updates are installed properly and test after installation - When possible, upgrades during off-peak hours to avoid interruptions <p>* Total Care Comprehensive Software Assurance does not include additional or upgraded hardware that may be required as part of the software upgrade.</p>	<ul style="list-style-type: none"> - Bundled with plan or a la carte - Billed up front or monthly - Bundled Plans - labor included, parts billed separately if needed - a la carte - labor & parts billed separately
Total Care Telco Service	<ul style="list-style-type: none"> - Instead of calling your telephone carrier or CLEC when you have a problem, dial Total Communications - Troubleshoot problem to determine source - either the equipment or the phone lines - Follow through to issue resolution 	<ul style="list-style-type: none"> - Bundled with plan or a la carte - Billed up front or monthly - Plan I - 8x5 - Plan II - 24x7
Total Care Power Surge/Lightning Protection	<ul style="list-style-type: none"> - With IP network, voice and data are connected to copper circuits - In the event of power surge or lightning storm, your WAN is vulnerable - With Power Surge/Lightning Protection your call gets priority service - Protected from unexpected replacement costs (parts at no charge) 	<ul style="list-style-type: none"> - Bundled with plan or a la carte - Billed up front or monthly - Bundled Plans - parts & labor included - a la carte - includes parts, labor billed separately - Plan I - 8x5 - Plan II - 24x7



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TotalCareBrochure

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