



Network Monitoring

Today's complex information networks require a variety of devices to attain peak performance. Uptime and availability of those devices is critical as is the continual availability of optimal network bandwidth.

A BCN monitoring solution supports a wide variety of sensor types and includes uptime/downtime and usage monitoring as intense usage of network bandwidth can often be the reason for unavailability or system errors.

BCN Managed Equipment and Network Monitoring services checks the availability of your equipment and other network devices such as routers, switches, servers and more - notifying the system administrator immediately when outages occur. While our NOC monitors your circuits 24/7/365, you also have access to a web-based dashboard to view current circuit status.

In the case of an outage, our team will contact the provider, open a ticket, use best efforts to speed resolution, and communicate with appropriate parties' progress updates and ticket closure. Many times the BCN team is actively working toward resolution before our customer is even aware there is an issue. BCN's U.S. - based 24/7/365 support means that monitoring and issue resolution are always at work.

What's more, BCN offers customers the added convenience of monitoring all the equipment and circuits in the network, even those devices not included in the BCN solution. For non BCN-sourced equipment and circuits customers receive notifications and alerts in the same timely manner and are able to address any issues directly with the service provider. Detailed reports are created to document overall system uptime and include all monitored activity inside the customer network.

Inside The BCN Network Monitoring Tool

Main screen with list of all locations

The screenshot shows a dashboard with a top navigation bar including 'Overview', '2 days', '30 days', '365 days', 'Alarms', 'Log', and 'Management'. Below this, there's a status summary: 'Status: OK', 'Sensors: 343', 'Uptime: 8', 'Downtime: 4 (of 355)'. A table lists various locations like 'USESI-Allston-4G (ALLS)', 'USESI-Allston-Wired (ALLS)', 'USESI-Annapolis-4G (ANNA)', and 'USESI-Annapolis-Wired (ANNA)'. Each location has columns for 'PING', '4G Traffic', and 'Uptime'. Callout boxes highlight the 'Router Name and Circuit' column and the 'Sensors' column.

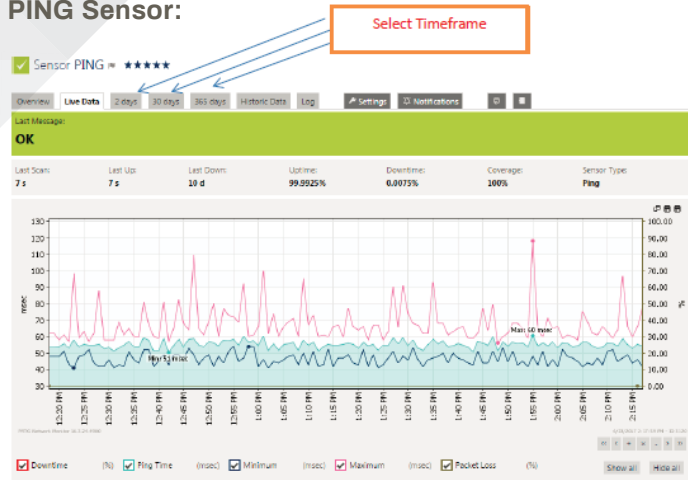
All customer locations along with Router Name and Circuit ID allows a quick view to sensor status.

Bandwidth Utilization Sensor:

The screenshot shows a 'Sensor WAN Traffic (Wired)' with a 5-star rating. It includes a 'User Message' section with 'OK' and a 'Last Scan' section with '41 s'. A table shows 'Last Up: 41 s', 'Last Down: 10 d', 'Uptime: 99.9849%', 'Downtime: 0.0151%', and 'Coverage: 100%'. The main part of the image is a line graph showing traffic in Mbps over time, with a peak labeled 'Peak: 13.22 Mbps'. The x-axis shows dates from 11/21 to 11/27. The y-axis shows Mbps from 0.0 to 14.0.

Sensor plots out the circuit utilization over time. BCN Customers can view up to 90 days of historical data.view to sensor status.

PING Sensor:



PING Sensor sends packets every 60 seconds to router and plots out several metrics like downtime, ping time (latency), and packet loss. BCN stores up to 90 days of data that can be viewed in a clear, intuitive portal.

Alert Logs:

Date/Time	Sensor	Status	IP	Message
4/23/2017 9:33:05 AM	IPMG	Notification Info	State Trigger activated (Sensor/SensorID: 1112/2091/2)	
4/23/2017 9:33:05 AM	IPMG	Notification Info	State Trigger activated (Sensor/SensorID: 1112/2091/2)	
4/23/2017 9:33:05 AM	IPMG	Notification Info	State Trigger activated (Sensor/SensorID: 1112/2091/1)	
4/23/2017 9:33:05 AM	IPMG	Up	131: rise	
4/23/2017 9:33:05 AM	IPMG	Notification Info	State Trigger activated (Sensor/SensorID: 1112/2091/3)	
4/23/2017 9:33:05 AM	IPMG	Notification Info	State Trigger activated (Sensor/SensorID: 1112/2091/2)	
4/23/2017 9:33:05 AM	IPMG	Notification Info	State Trigger activated (Sensor/SensorID: 1112/2091/1)	
4/23/2017 9:12:21 AM	IPMG	Down	Forward thread out (LMP error # 12100)	
4/23/2017 9:12:24 AM	IPMG	Unknown	No data since 4/26/2017 2:08:42 PM	
4/20/2017 2:35:45 PM	IPMG	Notification Info	State Trigger activated (Sensor/SensorID: 1112/2091/3)	
4/20/2017 2:35:48 PM	IPMG	Notification Info	State Trigger activated (Sensor/SensorID: 1112/2091/2)	
4/20/2017 2:35:48 PM	IPMG	Notification Info	State Trigger activated (Sensor/SensorID: 1112/2091/1)	

Alerts are sent via email after circuit is unresponsive for more than 5 minutes. A clear log of alert activity can be viewed in the portal as well.

Connectivity Without The Complexity

Managing your communications network can be complicated, expensive, and demanding. BCN Managed Solutions expertly handle the work for you – so you can benefit from an advanced, reliable network with one point of contact and lower maintenance costs.

WE ARE BCN

A communication technology solutions provider with the flexibility and experience to address every need uniquely. Creating tailored solutions based on the portfolios of 75+ wholesale network & technology partners.



SINGLE PROVIDER
A single-source for custom-configured solutions.



UNIFIED BILLING
All services at all locations on one monthly invoice.



CUSTOMER CARE
Single point of contact for U.S. - based support.



OUR LEGACY
Decades of experience and thousands of business customers.