

WEBCare Measurement & Reporting

QTI understands that our clients have to be informed and in control of their business.

Quiettouch Inc. has adapted and built product services to complement the industry leading HP Openview product suite, enabling us to deliver a best practice around the monitoring, measurement, and reporting on the operations and governance of your IT Infrastructure.

We have implemented within our Integrated Service Management Software: Four River Bandwidth Monitoring, WEBCARE Ticket Alert, WEBCARE Service Report, Virtual Private Network HPOV proxy, and HPOV ServiceDesk Incident/Topology Bridge.

The result is the finest monitoring, measurement, and reporting in the Industry!

Our WEBCARE products allow our clients to view actual real-time tickets and reports over the Internet as well as receiving them through Numeric/Alphanumeric pager reporting, electronic messaging, and integration with our clients own Network System Management Software solutions.

The Four River Bandwidth Monitoring Tool allows us to monitor and report on all communication protocols, service definitions, traffic and the operations of specific devices using NETFLOW. This reduces the overhead on the specific devices monitored and improves the experience and performance for our clients.

Our Virtual Private Network HP OpenView proxy allows us greater control and more depth in reporting

at both the server level and device level for remote offices and users. (continued)



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The HPOV ServiceDesk Incident/Topology Bridge instantly synchronizes our monitoring software discoveries with our helpdesk ticketing system and forwards tickets between the systems in real-time.

Quiettouch Inc.'s Base Reporting Service provides the following reports as a starting point to being informed and in control of your business.

Incident Reports

- Identification of Incidents
- Downtime Period of Incidents
- Root Cause of Incidents

Service Level Agreement Tracking Report

- Processing Time by Incident
- Summary Values Review of SLA Parameters

Executive Summary Report

- Network Analysis
- Summary Number of Incidents, New Deployments, Scheduled Maintenance Activity
- Downtime Calculations per Incident
- Over Utilization of Network Elements

