

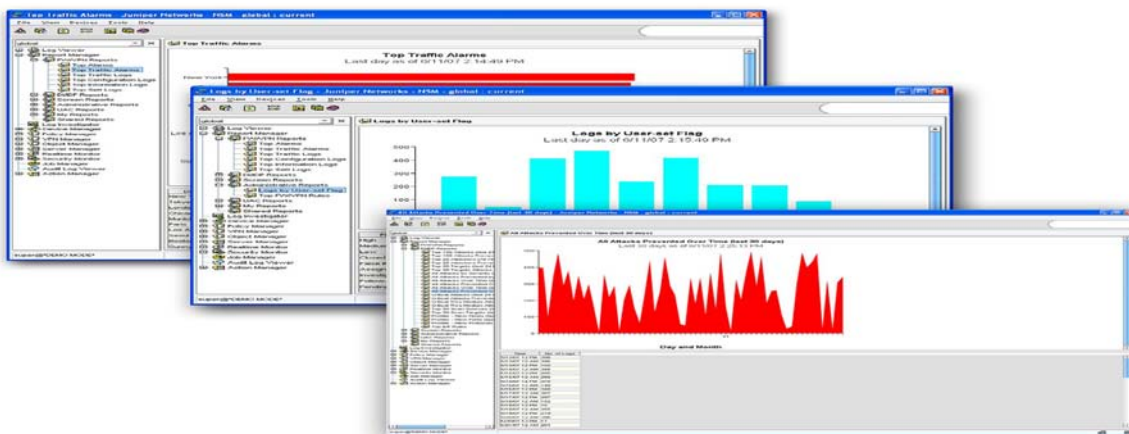
mbits Network Operations Centre

The mbits Network Operations Centre (NOC) is co-located and fully operationally integrated with the mbits Service Desk. The NOC is staffed by fulltime mbits employees, based in Canberra.

The Network Operations Centre delivers a broad portfolio of services and capability which underpin the wider suite of managed services delivered by mbits. As with the Service Desk, the NOC and the services it provides have been designed to provide feature rich capability and present meaningful data upon which both mbits and the customer can continue to make informed decisions in respect of network, application and systems performance.

NOC Management and Monitoring

Routing, Switching, Firewall/VPN, IDP and IPS Management – centralised security policy and management. Device configuration management, VPN management, log and report management, centralised object management, software image management, real time management, user activity management, intelligent security updates, inventory management, North Bound Interface (NBI), schema updates,



MBITS - P.O Box 4410 Manuka, ACT 2603, Fax: 02 6163 2402, MBITS a division of E & M Nolan Holdings Pty Ltd, ABN: 14123920481

General Enquiries	Technical Support	Accounts	Sales	Feedback
info@mbits.com.au 02 6163 2400	techsupport@mbits.com.au 1300 887 565	accounts@mbits.com.au 02 6163 2400	sales@mbits.com.au 02 6163 2400	feedback@mbits.com.au

-
-
-
-

User Activity & Monitoring - User-ID enables policy control over applications and content based on the user or group identity through seamless integration with Microsoft Active Directory. Performs analysis on application, threat and web surfing activity based on an individual or group of users. Identify users and apply policy controls over their respective application usage. Build and deploy policies to enable application usage for specific groups or Departments.

Application and Threat Summary
Apr 09, 2008

Application Usage
Risk Trend

User Behavior
Top 5 Users

User	Seconds	Bytes
palatonetwork	743,809	55,737,432,098
palatonetwork	557,398	1,655,598,371
palatonetwork	535,748	2,108,832,438
palatonetwork	158,793	4,238,817,358
palatonetwork	131,483	8,383,749,379

Top 5 URL Categories

Category	Count
unknown	93,384
infrastructure	23,828
news	14,870
computing and internet	14,758
advertisements and people	13,843

Top 5 Applications

Application	Seconds	Bytes
skype-probe	857,518	485,701,118
unknown-udp	81,382	28,242,917
irc	798,993	1,957,247,715
skype	133,752	65,618,482
msnapi	817,743	218,670,488,833

Top 5 Threats

Threat	Count
MidMap without weather information	8,888
SCAN Host Sweep	15,958
ipsec-100/100/100/100/100	218

One-page summary report pulls data from any of the predefined or custom reports to provide a holistic view of application, threat, and user activity.

CLICK TO ENLARGE +

Quickly create advanced log filters to investigate traffic, threat, configuration or system related incidents.

CLICK TO ENLARGE +

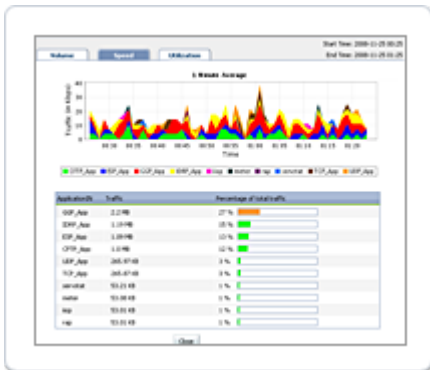
MBITS - P.O Box 4410 Manuka, ACT 2603, Fax: 02 6163 2402, MBITS a division of E & M Nolan Holdings Pty Ltd, ABN: 14123920481

General Enquiries	Technical Support	Accounts	Sales	Feedback
info@mbits.com.au 02 6163 2400	techsupport@mbits.com.au 1300 887 565	accounts@mbits.com.au 02 6163 2400	sales@mbits.com.au 02 6163 2400	feedback@mbits.com.au

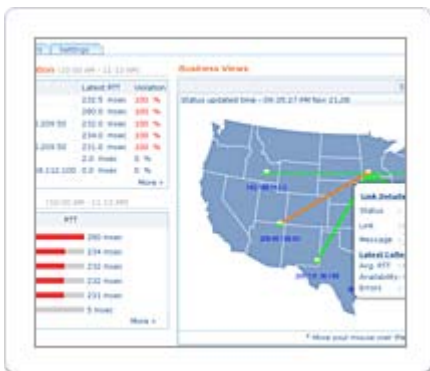
Network Availability Monitoring & Management – ICMP, SNMP traps and Syslogs from Network devices with alerting by email, SMS and automated logging of incident and creation of an Incident in the Service Desk system. Circuit IDs of links, contact details and escalation points are stored centrally for issue resolution.



Application Performance Management – ensures end users access to applications is optimised and decision based support can be delivered in diagnosis of performance related problems. Monitoring capabilities (include but not limited to) Windows Servers, Exchange Server, Active Directory, SQL Server and other customer specific applications in providing visibility upon which informed decisions and corrective action can be taken.



WAN Latency Management - utilising IPSLA technology, trouble-shooting of WAN RTT problems through accurate identification of high latency network devices and paths.



MBITS - P.O Box 4410 Manuka, ACT 2603, Fax: 02 6163 2402, MBITS a division of E & M Nolan Holdings Pty Ltd, ABN: 14123920481

General Enquiries	Technical Support	Accounts	Sales	Feedback
info@mbits.com.au 02 6163 2400	techsupport@mbits.com.au 1300 887 565	accounts@mbits.com.au 02 6163 2400	sales@mbits.com.au 02 6163 2400	feedback@mbits.com.au

WAN Traffic Analysis - visibility of the traffic passing through and across the WAN. Identifies which user or application is generating the highest traffic, traffic prioritisation, WAN bandwidth management and identification of traffic from applications such as SAP or Siebel that use dynamic ports.



Network Change and Configuration Management – reduces the frequency and impact of network outages and performance issues through automated configuration management and update of network devices.



VoIP Performance Management – commences with VoIP readiness testing, monitoring VoIP performance, through to troubleshooting VoIP call quality.



General Enquiries	Technical Support	Accounts	Sales	Feedback
info@mbits.com.au 02 6163 2400	techsupport@mbits.com.au 1300 887 565	accounts@mbits.com.au 02 6163 2400	sales@mbits.com.au 02 6163 2400	feedback@mbits.com.au

Network Visualisation – creation of detailed maps of the network created via a web browser, real time status updates and support for logical entities. Using the Google map feature, a detailed feature rich map of the network can be created covering multiple sites in providing detail on device or link failure and breach of preset threshold prior to end user impact.



Server Performance Management - monitors server availability and performance utilising in excess of 300 server performance metrics including CPU utilization, partition-wise disk space, memory utilization, processes, thru to individual device environmental status. Service includes pre-configured health monitoring for Dell, HP & IBM servers with SNMP, WMI and CLI (Telnet/SSH) based monitoring of other vendor devices.



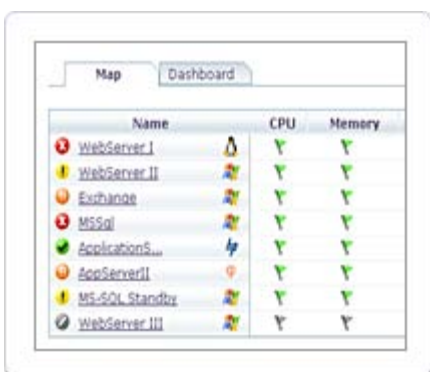
MBITS - P.O Box 4410 Manuka, ACT 2603, Fax: 02 6163 2402, MBITS a division of E & M Nolan Holdings Pty Ltd, ABN: 14123920481

General Enquiries	Technical Support	Accounts	Sales	Feedback
info@mbits.com.au 02 6163 2400	techsupport@mbits.com.au 1300 887 565	accounts@mbits.com.au 02 6163 2400	sales@mbits.com.au 02 6163 2400	feedback@mbits.com.au

ESX Server and VM Instance Management - monitoring dashboard for each ESX server providing real-time information on CPU, memory and disk utilization for each of the guest VM instances running. The intuitive dashboard report shows the different VM instances on the ESX Server, highlighting the status of each instance. Monitored resources and parameters include: allocated system resources, percentage of resources utilized CPU, Memory etc, the Disk I/O, Network I/O, the traffic sent out or received through the virtual Ethernet network and storage adapters (VMnic and VMnet). The service also provides options to Start, Stop and Suspend VM instances running on the ESX server with alert generation should a VM be consuming excessive resources with the facility to remotely stop or suspend a VM when required.



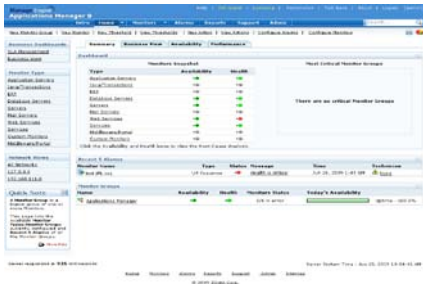
Service Response Management – device discovery captures all services running on Windows & Linux servers and commences monitoring for performance and availability. If response or availability of any server presents as an issue, a self healing script can be triggered to restart the service or server based on preset priority and criticality.



General Enquiries	Technical Support	Accounts	Sales	Feedback
info@mbits.com.au 02 6163 2400	techsupport@mbits.com.au 1300 887 565	accounts@mbits.com.au 02 6163 2400	sales@mbits.com.au 02 6163 2400	feedback@mbits.com.au

-
-
-
-

Application Monitoring – includes monitoring of response times for applications and databases inclusive of feature rich dashboards and pre-configured monitors for MS Exchange, MS SQL and Active Directory. Once application monitors are added automatic assignment of industry-standard monitors and thresholds is applied.



Website Monitoring – monitoring and management of a URL with capability to search on specific text residing on the website. When text is found to be missing or has been modified outside of change control, a preset alert threshold is triggered indicating that the website has been potentially compromised.



LAN/WAN Device Management – device management using tools including ICMP Ping, Trace Route, Remote Desktop Session, Telnet, SSH session. Features display of traffic in real time, monitoring and management with device performance graphs.



MBITS - P.O Box 4410 Manuka, ACT 2603, Fax: 02 6163 2402, MBITS a division of E & M Nolan Holdings Pty Ltd, ABN: 14123920481

General Enquiries	Technical Support	Accounts	Sales	Feedback
info@mbits.com.au 02 6163 2400	techsupport@mbits.com.au 1300 887 565	accounts@mbits.com.au 02 6163 2400	sales@mbits.com.au 02 6163 2400	feedback@mbits.com.au

Performance Reporting – integrated and centralized network management solution for network resources distributed across the enterprise. The central server acts as a network operating console with site-based inventory on the device health and availability as well as providing a centralized, global view of the entire network. A robust persistence mechanism ensures 0% data loss between the probe and central servers even when there is a connection loss between the servers. Communication between the central server and the remote probe is done through XML over HTTPS. This facilitates functioning of the remote probes even behind proxy servers and firewalls.



Remote Site Monitoring & Management - a device deployed at each site performs all the network-facing capability such as discovery, mapping, fault monitoring which reports back to the central server located at either the NOC or Data centre. Ping and Trace Route requests can also be executed within the probe from the central server to allow problem diagnosis and resolution at remote sites. Any service pack upgrades performed on the central server are automatically pushed to the remote devices.



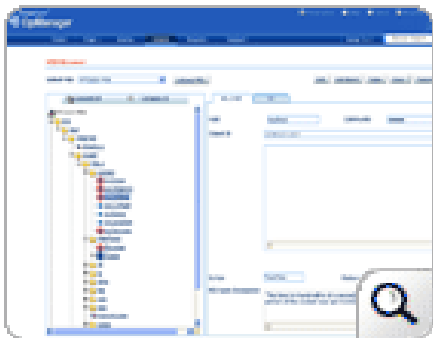
MBITS - P.O Box 4410 Manuka, ACT 2603, Fax: 02 6163 2402, MBITS a division of E & M Nolan Holdings Pty Ltd, ABN: 14123920481

General Enquiries	Technical Support	Accounts	Sales	Feedback
info@mbits.com.au 02 6163 2400	techsupport@mbits.com.au 1300 887 565	accounts@mbits.com.au 02 6163 2400	sales@mbits.com.au 02 6163 2400	feedback@mbits.com.au

Network Fault Monitoring & Diagnosis – intelligent event processing with Network Alarm notification and Root Cause Analysis. Event-Alarm Correlation & Event History with intelligent correlation of raw network events enabling filtering of redundant/unwanted events. While working on multiple alarms at the same time, the system allows the operator to quickly mark alarms on which they have already initiated action, similar to marking emails as read or unread. Automatic alarm escalation rules enabling automatic notification in order to prioritise based on business and end user impact.



MIB Browser - SNMP networking tool which facilitates Performing Get, GetNext and Set functionality for standard and enterprise MIBs, custom SNMP OID graphing, Custom SNMP trap viewer and debugging SNMP packets.



Switch Port Mapper - lists devices connected to the switch ports, individual mac addresses and other critical configuration parameters.



General Enquiries	Technical Support	Accounts	Sales	Feedback
info@mbits.com.au 02 6163 2400	techsupport@mbits.com.au 1300 887 565	accounts@mbits.com.au 02 6163 2400	sales@mbits.com.au 02 6163 2400	feedback@mbits.com.au

Pre-configured and AD Hoc Reports - all monitored network and device health information is stored in a MySQL database for immediate retrieval. The reports section has capability to create customized and actionable reports quickly with more than 100 in-built reporting profiles, grouped and classified as Servers reports, Router reports, Switch reports etc. Every report can be exported and saved as a PDF/XLS file as well as printed or emailed. Examples of standard reports include , Utilization reports on CPU, Memory, disk, incoming and outgoing interface traffic reports, device health reports including trends on availability, response time, packet loss, temperature, services response time report, inventory reports listing out the various devices, their IP addresses, OS, RAM and disk configurations. Built in reports can be created to display interfaces or devices which are consuming high amounts of CPU, memory utilization, disk utilization, incoming and outgoing traffic, interface errors, response times etc. For immediate investigation, all server names are presented as links that can be clicked to show complete detail in regards to the particular device.



MBITS - P.O Box 4410 Manuka, ACT 2603, Fax: 02 6163 2402, MBITS a division of E & M Nolan Holdings Pty Ltd, ABN: 14123920481

General Enquiries	Technical Support	Accounts	Sales	Feedback
info@mbits.com.au 02 6163 2400	techsupport@mbits.com.au 1300 887 565	accounts@mbits.com.au 02 6163 2400	sales@mbits.com.au 02 6163 2400	feedback@mbits.com.au