

**Network Monitoring Services**  
Proactively Resolve Network Issues To  
Increase Uptime

**RICOH**



**uptime**



**24/7**



**proactive**

# Network Monitoring Services

## The best defense against network downtime

In today's competitive business environment, any amount of network downtime can damage your organization. According to recent research, the cost of a single hour of network downtime in a typical business may run as high as \$1,000 per workstation. Long-term effects on revenue and customer satisfaction can be even more devastating.

With network monitoring services from the RICOH® Network Support Services group, you can help ensure high network uptime and cost-effective results. In large organizations, these services allow you to offload the burden of constant network monitoring from your IT department. In small and medium-sized businesses, these services let you enjoy the advantages of high uptime — without investing in the technology and significant human resources required to make it happen.

In all cases, our teams of network experts monitor your network 24/7 to identify and resolve potential issues before they result in downtime, so you can rest assured that your network is running smoothly. This proactive approach also lets you avoid the pain and costs associated with launching into "reactive mode" only after a crash occurs.

### Proactive network monitoring

We monitor the activity on your network from the Managed Services Operations Center (MSOC), a state-of-the-art facility located in Atlanta. Experts in network maintenance keep tabs on all the activity on your network with 24/7 coverage. If we detect suspicious activity, we can either notify your IT teams to solve the problem or resolve it remotely.

### Advanced technology for network analysis

With our sophisticated monitoring software, we can establish performance thresholds for all your connected hardware assets, and then receive notification when these thresholds are exceeded. For example, if CPU activity on a server spikes for more than four minutes, this indicates the server will likely crash soon. At this point, we receive an alarm via large screen display, email, or text message and we can intervene to correct the problem before the server crashes.

This proactive approach minimizes interruptions and maximizes your network uptime. Through ongoing data collection and analysis, our MSOC teams can fine-tune thresholds based on your actual network activity and predict a variety of issues with even greater accuracy.

### Reporting results in real-time

To ensure complete transparency, Ricoh provides network monitoring customers with real-time updates of network activity, events, and issue resolutions via Web-based dashboards. We also create hourly reports and performance logs, which we post to a secure Web site where they remain available for you to review at any time.

## Wide range of services

Ricoh can monitor virtually any aspect of your network infrastructure, including all of the following:

### Windows Server Monitoring

- CPU, memory, and disk utilization
- Event logs
- Processes
- Application services
- Printers
- Windows NT performance
- Files and directories
- Reboots
- Active Directory events

### Network Monitoring

- Interface traffic
- Connectivity based on ports (FTP, SMTP, HTTP)
- SNMP information

### Application Monitoring

- Microsoft Exchange
- Lotus Notes
- Microsoft SQL
- Oracle
- Sybase
- Informix
- Citrix
- WebLogic
- Remedy

## Learn more today

For more details about network monitoring services from the Ricoh Network Support Services group, please contact your local representative or visit [www.ricohbusinesssolutions.com](http://www.ricohbusinesssolutions.com) and click on IT Services.



Ensure that your network will experience only minimal downtime while producing cost-effective results when you utilize Ricoh's network monitoring services.

# RICOH

[www.ricohbusinesssolutions.com](http://www.ricohbusinesssolutions.com)

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