



ZCorum™

Engineering Support & Monitoring Services



Engineering Services we Provide:

- Project Planning and Scheduling
- Assistance with Designing, Managing and Maintaining your Network
- Configuration of your Network's Working Parts Such as Routers and Switches
- Helping with Unexpected Problems that Arise, or Specific Project Requests
- IPv4 Conservation and IPv6 Migration

Network Services we Provide:

- Network Monitoring for your Network Equipment 24 x 7 x 365
- Real-time Monitoring of Critical Network Devices
- Access to ZCorum's Monitoring Tools So You Can Check on your System's Health and Track Important Metrics Such as Bandwidth Consumption and Peak Usage

Engineering Support Services

ZCorum's engineering support team has a commitment to helping you respond to today's increasing network demands. Our engineers are skilled in cable, DSL, wireless and fiber networks and the latest in DOCSIS and IP Networking. We provide assistance with diagnostics, troubleshooting, equipment configuration and installation.

Our engineering team provides expertise throughout the entire process. We provide our engineering support services to a broad range of operators from Cable to DSL to FTTH, in both the private and public sectors. Every team member has the experience needed to see your project through to completion. We can also provide additional engineering time to all our customers on a per hour basis.

Network Support Services, Diagnostics & Monitoring

One critical element in providing high quality network availability is the ability to quickly identify and respond to issues that degrade the quality of your service. We monitor your individual services running on ZCorum provided servers, and alert designated staff members if a service is not performing at optimal levels or if a problem is indicated.

We can also actively monitor your network and equipment around the clock, and alerts are triggered at the ZCorum Network Operations Center if thresholds are reached. Your network's performance is measured, reports on various conditions are recorded and results are tracked over time. One of the significant costs associated with running a high-speed data service is bandwidth. We actively monitor your bandwidth utilization and can work with you to optimize it.

Our monitoring and alerting services are based on your individual needs. Our processes are totally customized based on your preferences. We can email you on some alerts, or call you on others. We can monitor your broadband equipment and services, including your gateway router, backbone, CMTS, and more. Our team will work with you to set custom parameters of your choosing so we can seamlessly and effectively assist in the monitoring and support of your network.



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