

// Solution Brief

Pro-Active Support Services

KARMA

Khipu Automated Remote Monitoring Application

Networks, Systems and Security Infrastructure



By Appointment to
Her Majesty the Queen
Network Security Provider
KHIPU Networks Limited
Hampshire

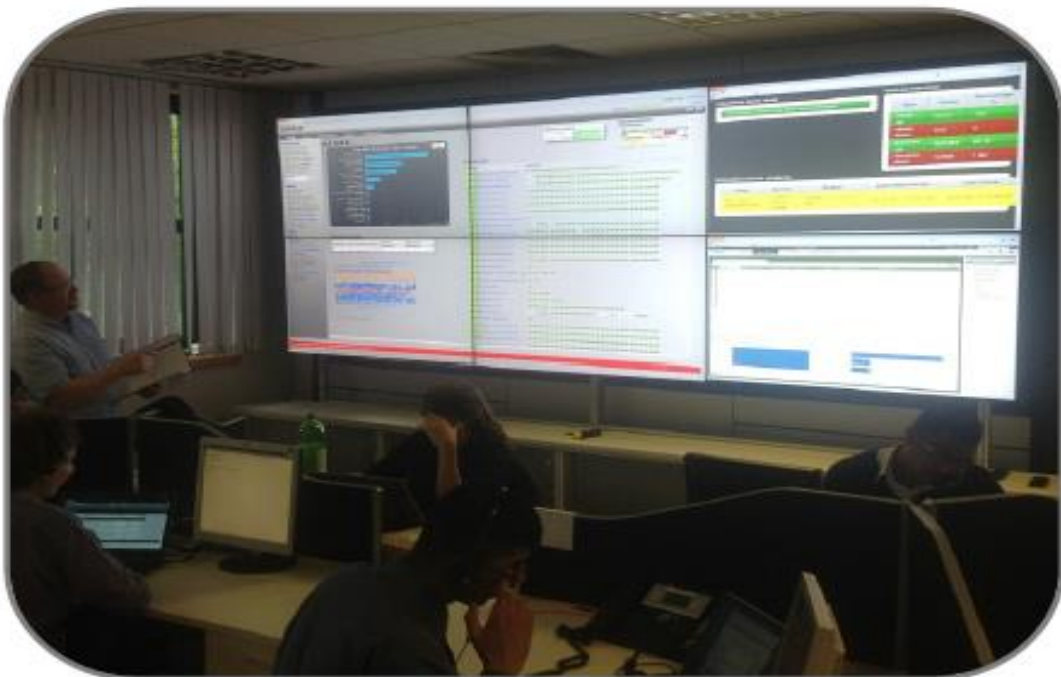


What is KARMA?

KARMA “Khipu Automated Remote Monitoring Application” is a pro-active monitoring service that can observe all aspects of your mission critical network, system and security environment. It automatically provides immediate identification of problems either before or as they occur, allowing quick action and resolution. KARMA has been developed to improve your support operations and service availability.

What does it offer?

The KARMA service enables Khipu’s Support Team to have 24x7x365 visibility of the health of your network infrastructure. In the event of an issue or problem arising, our team are immediately notified, enabling them to action a support call/helpdesk ticket, assign an engineer and investigate the issue. This pro-active process enhances our service offering as well as enable faster SLA’s and solutions to problems.



KARMA Pro-Active Support – 24x7x365 Network Operations Centre

KARMA can monitor all relevant system services and can be customised for specific customer requirements. Monitoring services including; System availability, Health and utilisation, Status, Services and dependencies, Critical high availability and failover.

What can the KARMA service support?

The KARMA service can remotely monitor and pro-actively support all or specific areas of your network and their dependencies. The three main areas are;

Security Systems

- Network Access Control (NAC)
- Next Generation Firewalls
- Intrusion Prevention Systems (IPS)
- Web Content / Proxies
- Data Leakage Prevention (DLP)

Networks

- Wireless Controllers, Access Points
- Switches and Routers
- Virtual Private Networks
- Wide Area Networks

Systems

- DHCP, DNS & IPAM (DDI)
- Email / Intranet Services
- Server and Virtual Machine environments



*Other systems can be added upon request

What are the benefits?

- ✚ 24x7x365 pro-active monitoring of mission critical services and systems
- ✚ 24x7x365 visibility and notification of issues and performance
- ✚ 24x7x365 pro-active action:
 - Issue identified
 - Support ticket raised
 - Engineer assigned to the problem.
- ✚ Utilisation / capacity planning including licensing, Client to SSID reporting and performance.
- ✚ Improved Uptime, Service Availability and SLA's.
- ✚ Free up your helpdesk staff to focus on other projects.
- ✚ Removes reliance on a 'reactive' support process in the event of a problem.
- ✚ Real-Time and Historic Reporting 'network playback'
- ✚ Cost effective 'efficient' approach for enhanced services to your users.



KARMA Services Available

There are a number of services available including 'bespoke' options tailored to specific customer requirements.

KARMA Lite

- 24x7x365 Pro-Active Monitoring / Alerting Service
- Email and SMS Alerting

KARMA-Standard

- 24x7x365 Pro-Active Monitoring / Alerting Service
- 09:00 to 17:30 Monday – Friday Pro-Active Engineering Support
 - Telephone, Email, SMS and Remote Access Services
- Software Releases (major and minor) Updates
- Next Business Day Hardware Replacement
- Quarterly Service Reviews

KARMA-Gold Support Service

- 24x7x365 Pro-Active Monitoring / Alerting Service
- 09:00 to 17:30 Monday – Friday Pro-Active Engineering Support
 - Telephone, Email, SMS and Remote Access Services
- Software Releases (major and minor) Updates
- Next Business Day Hardware Replacement
- Quarterly Service Reviews
- Quarterly Health-Checks and Upgrades (4 days onsite per annum)
- Out of hours upgrades

KARMA-Platinum Support Service

- 24x7x365 Pro-Active Monitoring / Alerting and Engineering Support
- Telephone, Email, SMS and Remote Access Services
- Software Releases (major and minor) Updates
- Next Business Day Hardware Replacement
- Quarterly Service Reviews
- Quarterly Health-Checks and Updates (4 days onsite per annum)
- Out of hours upgrades

KARMA- Managed Service

For customers who are looking for a fully managed service, whether a particular area such as their Firewalls or their entire network, Khipu can provide a tailored offering that would include "Adds, Moves, Changes" as required. Please contact sales@khipu-networks.com or contact your account manager to discuss your requirements.



A Proven Service

With many customer deployments in place, KARMA has made significant improvements to their support operations and the overall service to their users, providing increased uptime of mission critical services.

“The implementation of KARMA was straightforward and it highlighted potential problems the first weekend in operation, preventing a potential service outage. We welcome anything which improves our monitoring and notification capability, and KARMA has proved its worth a number of times since, while releasing staff from day to day monitoring and housekeeping tasks.”

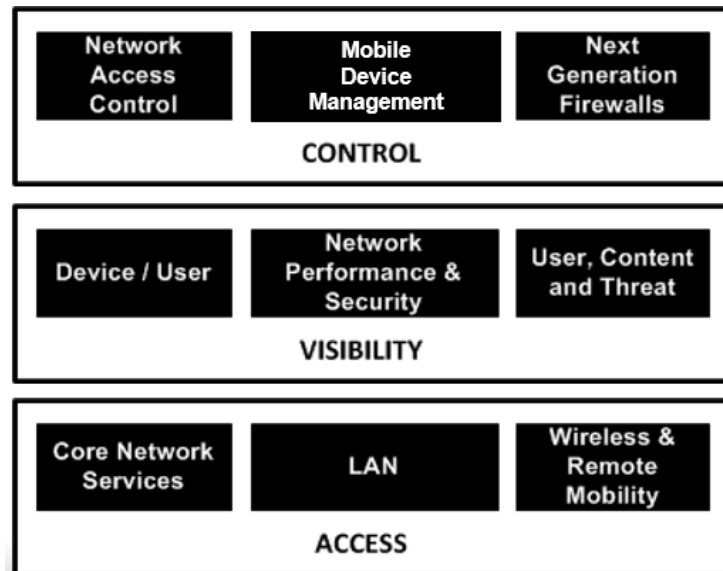
David Willcox, Head of Networks, Birkbeck University of London

“Khipu’s KARMA service provides 24x7x365 pro-active support and maintenance on our hospital’s network infrastructure (wired and wireless). Having the ability to rely on Khipu’s support team around the clock, removes the reliance on my team monitoring our networks 24 hours a day. This not only improves their efficiency but also allows us to focus on our day to day projects and roles, whilst ensuring uptime on our life-dependent network. The service has been in place for over a year and we’ve seen significant improvements in support identification and resolution”

Phil Butcher, Infrastructure Manager, Royal Brompton and Harefield NHS Foundation Trust

About Khipu

Khipu Networks is an award winning Cyber Security provider who deliver network, wireless and security solutions, technologies and services across multiple sectors. As well as having a pro-active ethos to supporting and maintaining customer environments, this has enabled Khipu to be a market leader in providing network security solutions with exceptional customer references. Our secure and dynamic network solutions are made up of three main areas:



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