



Network Monitoring Center & Headquarters
81 Tower Blvd.
Elma, WA 98541
P 360.482.1650
F 360.482.1607

TechTell, Inc. Services and Benefits

"Comprehensive Outsourced Network Monitoring Services"

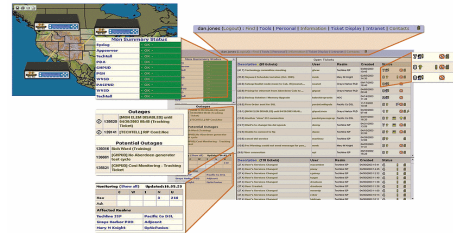
Overview:

The TechTell architecture provides a unique hardware and software approach to network monitoring, which combines easy-to-deploy remotely distributed monitoring points with state-of-the-art secure centralized monitoring capabilities.

T'aira Network Monitoring Software:

- Web-based element view
- Web-based ticketing
- Hosted application
- Historical data tracking

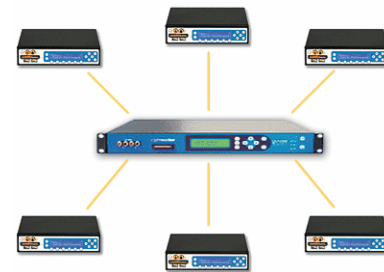
TechTell's T'aira software is a fully hosted turnkey environment providing Web-based visibility across the entire network from a single login. T'aira provides real-time awareness of all network issues, ticket processing and tracks historical performance trends. T'aira assures rapid notification and follow-up for problem resolution.



"M" Series Hardware Monitoring Devices:

- Self-contained hardware monitoring points
- No need to install software on existing servers
- Versatile remote data collection capabilities
- Ability to store data and transmit later

TechTell's "M" Series hardware devices enable deployment of self-contained data collection monitoring points anywhere within the network. The devices can track both IP and Non-IP based elements and can be programmed for a variety of specialized data collection requirements. Different devices in the "M" Series are optimized for data aggregation and/or remote standalone monitoring requirements. Built-in programmability allows any device to be remotely updated for new application requirements, without the extra expense of truck-rolls or field technician time.



Network Monitoring Center:

- 24 x 7 live monitoring
- Live call-out notifications
- Tailored response & escalation procedures
- Secure facility with fully redundant power and communications links

Our state-of-the-art Network Monitoring & Operations Center forms the heart of TechTell's service capabilities. Staffed with expert technicians on a 24 x 7 basis, the monitoring center leverages T'aira software in conjunction with continuously updated contact databases for every customer to assure that any emerging issue is appropriately logged, routed and tracked from the initial alert through final problem resolution. Tailored response and escalation procedures allow each customer to define the most appropriate notification and follow-up procedures to fit any special requirements.



Service Benefits:

By leveraging TechTell's outsourced model, our customers are able to quickly and easily institute targeted network element monitoring across their entire network or flexibly target specific areas or applications - - all without the hassles, expense and time demands that can hamper or delay in-house development efforts.

Outsourcing with TechTell allows an organization to immediately begin reaping the benefits of comprehensive network element monitoring, which include:

- Consistent availability of network systems and resources
- Improved uptime and performance for networked applications
- Enhanced awareness of performance trends and latent or emerging problems
- Highly leveraged results from finite in-house IT resources
- Improved organizational performance and productivity
- Tangible return on investments in network monitoring services

Assessing Risk/Return Considerations:

The best method for assessing the return on network element monitoring is to weigh the total cost of the service against the potential costs of unplanned and uncontrolled network outages or slowdowns. The second half of this equation will vary for every organization, depending upon the number of staff who depend on the network and the real-time value of productivity and/or the costs of lost revenue. The "hard costs" of an outage can be estimated as potential lost time by using a formula such as: (number of employees) x (percentage of time spent using network apps) x (average cost/hour per employee) x (hours of downtime).

However, the most devastating costs of a network failure often take the form of irrecoverable loss of reputation, such as dissatisfied customers, or revenue losses, such as prospective customers who can't reach a sales person or place an order. In today's fast-paced world, significant losses can occur outside of "normal working hours" such as customers who want to make online purchases late at night only to discover that the company's Web site is not available due to an undetected network outage. For government organizations, utility districts, and other public entities, the costs include failure to fulfill their mission of delivering critical public services, while in the case of public safety organizations the impact of a network failure can literally mean life or death.

The bottom line for most organizations is the realization that network monitoring is not an option - - it is a necessity. From that point, the analysis turns to how best to accomplish the goal of robust monitoring while managing the overall costs.

With TechTell's approach, the front-end capital investment is limited to one-time purchase of the required number of hardware monitoring devices. For example, a \$1000 device (M2500 Series) is able to monitor up to 150 network elements. The on-going costs of monthly monitoring are based upon the size of the network, the number of monitoring points and the level of human follow-up required, however, monthly monitoring costs for even a large-sized organization are typically far less than the cost of a single full-time employee.

When weighed against the high cost of risking even a single network outage and the large expense of creating, staffing and supporting an in-house monitoring process, TechTell's outsourced monitoring model invariably delivers a compelling, tangible and highly beneficial Return on Investment.

For more Information, contact TechTell:

Phone: (360) 482-7950 - Email: info@techtell.com
Or visit us on the Web at www.techtell.com