Spectrotel Managed Services remove network complexity and network management hassles by incorporating the Customer Premises Equipment (CPE) with the transport service to provide a complete, single source, fully-managed solution with proactive monitoring and customer notification on a local, regional, or national level.

**Managed Service Elements**

**Device Management**
- **Device configuration and installation**: Devices bench tested, preconfigured, shipped, professionally installed on-site or customer installed with help desk support.
- **Device maintenance & warranty support**: Devices monitored, remotely tested, troubleshot; provided devices maintained and replaced as required per manufacturer support; pass through vendor warranty for sold devices.
- **Device administration**: Routers configured to match customer LAN (private IP, port mapping, DHCP scope, port openings, closings); firewalls configured for security needs (access lists, application control lists, white & black lists); change management; offsite configuration back-up.

**Managed Security**
- **Application layer firewall**: Unified Threat Management firewalls with automatic subscription updates providing application control, web/content filtering, IPS, DLP, anti-virus, anti-spam, anti-malware protection.
- **Session layer firewall**: Includes Stateful port and protocol inspection, NAT and VPN support.
- **VPN administration**: Remote access and site-to-site virtual private network (VPN) design - identify endpoints; set IKE, encryption, authentication methods, security policies; change management.

**Network Monitoring**
- **Proactive monitoring**: 24/7 technician support; auto identification of impairments, proactive ticket generation and troubleshooting, ICMP or SNMP monitoring.
- **Platinum monitoring**: Adds portal access, real-time report access, and export capability to proactive monitoring.
- **NetFlow monitoring**: Collects and analyzes information on the flow of IP traffic to provide a user-friendly presentation of network performance and the traffic sources, destinations, and characteristics for better network administration.

For 20 years Spectrotel has been providing quality, affordable and personalized services to clients who seek simplicity and outstanding service. We are a full-service telecommunications provider in the SMB and enterprise customer space, specializing in the aggregation of Voice, Internet and Managed Services by combining best in class personalized service, leading edge technology, and competitive pricing that is unparalleled in the industry. We are headquartered in Neptune, NJ.

*We make it simple. We keep it personal.*™  •  spectrotel.com  •  888-773-9722