KNIGHTWATCH

KNIGHTWATCH is a highly complex monitoring system that provides companies with the ability to monitor and report system Service Level Agreement's (SLA's) in real-time. Between our internal techniques, system designs, tools, and Top Tier Human Response Team that analyzes and checks data constantly, we make sure companies don't skip a beat; which is why we like to call it our INTERNAL HEARTBEAT. With our Internal Heartbeat we are able to offer 100% coverage.

**Some of KNIGHTWATCH'S Features include:**
- *Real-time and historical reporting*
- *User Portal for inside view to your equipment performance (all in one consolidated view)*
- *Failure Prediction*
- *Compliance alerts/ Escalation procedures*
- *Geographic independence*

With KNIGHTWATCH, monitoring SLA's is done 24/7/365 in real-time, with the ability to prepare historical reports, graphs, and charts that analyze your availability and what the compliance levels were/are at any given moment. These real-time reports are prepared by our monitoring system, and can be delivered on a scheduled daily, weekly, monthly basis or can be done at random.

For a clear consolidated view, clients can observe their own equipment, how it is working and if SLA's are being met. They can also verify all current monitoring functions, how we are handling alerts and the health of their equipment at all times. This consolidated view can allow clients to observe their systems from all locations, either separately or collectively. We offer full customization, guaranteeing 100% satisfaction from our clients. We can place monitoring points anywhere, making sure clients are covered for all SLA's and desired internal regulations are met.

KNIGHTWATCH also demonstrates the ability to detect failures and SLA breaches; from these detections our 24/7 support team can troubleshoot in order to locate and fix the problems as soon as possible. Depending on the processes designated by the client, alert information would be sent, indicating that a failure arose and that the issue was resolved. It will illustrate a clear picture of the event that took place, how it was handled, and how fast it was resolved. All escalation procedures and processes are specified by the client. Based on those particular guidelines, we will react, measure, and monitor compliance alerts, SLA's, internal detection points, etc... precisely the way they are partitioned.

Besides having great monitoring abilities, we offer outstanding support from a 24/7/365 Human response team. So clients never have to worry about coverage. If changes need to be done, or random information needs to be obtained at any given time, we are here LIVE to make sure your needs are met, with NO EXCEPTIONS. Benefit to Using KNIGHTWATCH for SLA Management: We work for YOU. Our Success is your Success, so we take the time to understand your business needs so that we get it right, every step of the way. Our job is making sure our clients meet there designated requirements, and we do it RIGHT
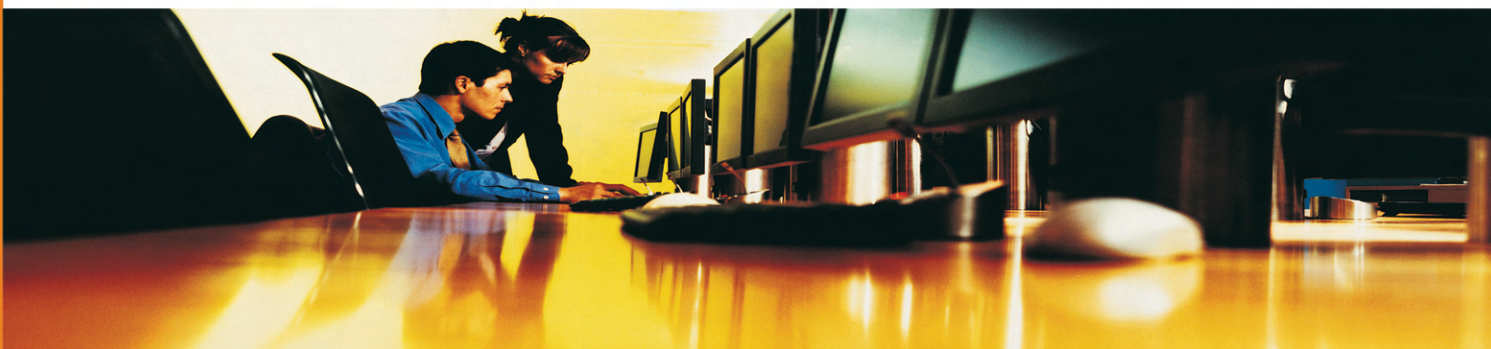
Monitoring Your SLA's Just Got Easier!

DigitalEdge