

Eirteic Solutions for Network Behavior Analysis



Eirteic Consulting and NetFort Technologies

Eirteic Consulting is the leading provider of traffic-based solutions that ensure continuous visibility into internal network activity enabling network administrators to immediately identify and troubleshoot unusual or suspicious activity. In addition to offering NetFort's LANGuardian, Eirteic offers packaged installation, configuration, deployment, training and support services to help customers get the most out of their NetFort solution.

Installation and Configuration

Eirteic's Installation and Configuration service enables you to maximize your time to value and ensures that NetFort's LANGuardian is deployed in a manner designed to optimize benefits to your organization. This service begins with installation and configuration of LANGuardian tailored to an appropriate NBA deployment. Based on years of experience, Eirteic has refined its packaged services to provide clients what they need out of the gate related to the products in use today. As business requirements evolve, Eirteic can tailor the product to the clients' specific needs, which often are recognized after the first months of use. This approach ensures clients the fastest time to value and the flexibility to make modifications over time. This coupled with our Support and maintenance services, specifically the quarterly health checks, allows clients to gain the most value out of the products installed.

Training

Eirteic Consulting is one of only a handful of strategic partners to offer NetFort LANGuardian customer training. Our certified consultants will tailor a training agenda to meet your specific needs. Eirteic's implementation package for LANGuardian includes both Application Administrator and End User training classes. Courses are hands-on and include the most effective combination of lecture, real world scenarios and lab exercises. Upon completion of the training, customers will become NetFort Certified.

Development Services

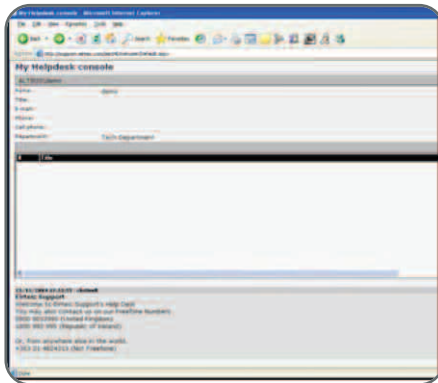
Eirteic's software development team is capable of a wide range of software projects including the integration of NetFort LANGuardian with other network and infrastructure management solutions. Eirteic has developed work for and on behalf of NetFort, our clients and independent organizations. In addition to development services, we fully support our work via our global, 24x7 helpdesk.

NETFORT LANGUARDIAN combines network activity and IT security monitoring into one centralized tool that enables you to proactively monitor, validate and troubleshoot all network activity on the company LAN. This innovative approach enables a centralized comprehensive view of ALL internal activity and immediate notification of incidents, whether IT security or network usage related. Subsequently, when investigating incidents, the built in relational database contains ALL the information required to easily troubleshoot, drill down and resolve network events.

PACKAGED SOLUTIONS INCLUDE:

- NetFort Technologies' LANGuardian
- Installation Services
- Configuration Services
- Training Services
- Development Services
- 24x7 Support Services





Eirteic's "My Helpdesk Console" Web Portal delivers efficient support services

Support

As a customer, you expect IT problems to be resolved around the clock with rapid response, but are often limited in terms of access to expertly trained help desk personnel. Eirteic offers the ability to cost efficiently consolidate your organization's support requirements with a single, experienced support provider and partner. Eirteic support services deliver 24x7 access to help desk personnel, proactive monitoring, and rapid problem resolution. We offer a customized and adaptable support structure that is built upon ITIL & ITSMF methodologies and best practices. Our team of experts includes 50 dedicated and fully-certified IT consultants with 300 years of combined expertise. In addition, our service desk and systems monitoring centers are equipped with state of the art ticketing systems, knowledge base solutions and network monitoring software. This technology, coupled with the experience of our support engineers and consultants, ensures that your business is provided with efficient and experienced support services anytime, anywhere.

Support Services	Basic	Premier	Premier Plus	Custom
24x7 help desk support services	X	X	X	X
General Support (for base product installation)	X	X	X	X
Access to upgrades (CDs and Web downloads)	X	X	X	X
Support for custom configurations developed on-site		X	X	X
Quarterly Health Check delivered on-site (includes summary of findings)		X	X	X
Upgrade suggestions (based on custom configurations)		X	X	X
24x7 remote monitoring and notification of failures			X	X
Custom support services package				X

ABOUT EIRTEIC CONSULTING Since its inception in 2000, Eirteic Consulting has been dedicated to providing quality OSS and ITSM solutions. It has a proven track record in delivering solutions to the telecommunications, service provider and enterprise marketplace. With headquarters in Ireland, Eirteic Consulting has offices in the US, Europe, South Africa, Australia and is highly active in the global marketplace; Eirteic Consulting has worked with customers in over 20 countries consistently delivering best of breed OSS and ITSM deployments. Its consultants have accumulated vast knowledge of the OSS and ITSM spaces as a result of this global footprint and are accredited to the highest levels required in the software tools that the company offers. Eirteic Consulting provides consultancy, integration, training and support for the most valuable network tools available to operators today.



Your Partner for Superior Management Solutions