

CGNET: The global communications network for organizations serving human needs.



**CGNET**  
*Services International*

# Managed Networks

**CGNET designs, configures, installs and manages communications networks, using a wide variety of data communications technologies,** such as Internet connectivity, virtual private networks, MPLS, frame relay, international private lines, VSAT and wireless. We work with clients to define the locations, bandwidth and applications necessary for their mission, then source the connections from the set of telecommunications carriers most appropriate and cost-effective for the network. We install network interface equipment to connect sites into the network.

**CGNET designs, configures, installs and manages private networks using a wide variety of technologies.**

**Once the network is up and running,** we provide a full set of network monitoring and management services. Clients save time because we take the responsibility for ongoing contact with the carriers for any necessary problem resolution. Clients save money and get an optimal system because we select the "best-of-breed" mix of hardware, software and services for their locations and needs.

**CGNET not only provides initial system integration, but also serves as the first point of contact** for any office or traveler in the network. Live telephone technical support from our experts is constantly available.

**CGNET has long-term partnerships with leading vendors of all VPN products and services,** including companies such as Cisco Systems and Microsoft and carriers including Equant, Infonet and Worldcom.

CGNET acquires and/or configures hardware- or software-based VPN devices for clients, so that users can work from home across a secure VPN connection. We often recommend hardware-based VPN devices because they provide the greatest degree of security, including a firewall.

A key part of our service is managing the moves and changes of the VPN devices, including their reconfiguration. We also provide on-site support for end users with issues connecting to their VPN.

**CGNET has long-term partnerships with leading vendors of network products and services.**

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## Managed Networks

### Remote Monitoring, Security and Performance Management

#### **Effective global network management requires comprehensive monitoring.**

CGNET manages devices and networks for faults, performance, assets and security—the most critical functions of network management. We carry out this monitoring and management 24x7, 365 days a year from a constantly staffed network operations center.

#### **CGNET manages devices and networks for faults, performance, assets and security.**

**CGNET offers a range of network management options,** depending on what fits best with an organization's capabilities at each of its locations. This can extend from engineering and installing management technology for local operation, through adding some alerts based on remote monitoring, to comprehensive monitoring, alerts and remote correction of problems.

Procedures such as security analysis and event log monitoring make sure each network operates properly and that proactive maintenance is done to avoid problems.

**Remote monitoring also can be used to assess how well local network maintenance is being carried out,** such as measuring the effectiveness of local server backups. CGNET uses network monitoring and management tools from Mercury Interactive (SiteScope) and Silverback Technologies (Info Portal). These tools can monitor all SNMP-addressable devices, such as servers, routers and switches, or even individual workstations.

With Info Portal, for example, CGNET will scan a client's network, from within and outside of the client's firewall. The system allows clients to receive proactive notification and reports on viruses, unauthorized guest accounts, product version code issues, and more than 350 other potential vulnerabilities.

Outsourcing network management to CGNET provides organizations with the most reliable, available and secure networks, the world over, by building on CGNET's incomparable combination of Internet-based technology and local "on the ground" expertise.

#### **Clients in more than 90 countries use CGNET to manage their networks.**