



Managed Services

- IT as a Service
- Security as a Service
- Cloud Service

IT as a Service

CrystalAlert+ Performance Management Services

Crystal's Performance Management service consists of the following:

- Supply secure Customer or End User Web access to view the performance data and create reports
- Gathering performance statistics including, but not limited to, utilization, errors, availability, and latency information, for the contracted Devices
- Monitor the data gathered from the network elements related to the Devices against the established performance thresholds
- Notify Customer when performance thresholds have been exceeded as per the Customer Services Manual
- Provide monthly Performance Reports in electronic form summarizing all open performance cases.
- Provide quarterly Performance Reports in electronic form containing an in-depth analysis of trends, utilization and errors on the network over the previous quarter. Based on this analysis, make recommendations to improve network performance and stability and reduce or control costs where the analysis indicates such possibilities.