

5 reasons the old ways don't work

Managing network systems and equipment has never been a more daunting task than it is now. With programs like Microsoft Lync that bring voice, video and data together it's important to shed the old ways and embrace better more efficient methods. Here are 5 areas that have been improved by accepting the new way.

1. Visibility

Then... In the past you couldn't tell what was happening on a customer's site. You would have to rely on a customer's explanation of the problem, but it may not be enough to determine the root cause.

Now... You can have complete visibility of all network equipment 100% of the time. You can see what's happening at each element and trace back through its dependencies to find what caused the problem in the first place.

2. Remote Access

Then... The only way technicians were able to access customer's networks in the past was through VPN or dial-up, if the customer would permit it.

Now... You can have secure access 24 hours a day through the web from anywhere. You can go to multiple sites simultaneously to check configurations and multitask to help you solve issues at the problem site.

3. Historical info on customer calls

Then... In previous situations, when a customer notified you of a problem you would have to start looking for the cause after it happened. *Now...* You can look at historical information showing where and when issues occur, **now**.

4. Customer Visibility

Then... Customers used to be in the dark when it came to knowing what was happening on their systems. Reporting was cumbersome and only done at the customer's request.

Now... You now have the ability to schedule robust reports that can be delivered to the customer without your interaction. And the customer can look at their online dashboards and see what's going on at any given point in time.

5. Change Control

Then... A big problem of the past was knowing if changes were made to customer's systems. A lot of issues arose from such changes and you were none-the-wiser of where they were coming from.

Now... You and your customer can always be on the same page, because you now have access to records identifying when and where changes occur.

CSM is a leader in critical event monitoring, device management, and pro-active network support.

24x7 - We're here

CSM allows service providers to afford themselves all of the benefits of having a 24x7 operations center without the investment worry.

Quality Solutions

Our professionals can assist you in developing custom programs to provide monitoring, access and configuration services to your base.

Visible Value

Through our extensive selection of reports and dashboards, you can show value to your customers, while maintaining operational efficiencies.