

Managed Service Desk: Managed Network Support Activities



Cloud5's Managed Network Support includes a comprehensive suite of services for monitoring and managing a property's networks, including:

SERVICE TYPE	DESCRIPTION	INCLUDED	ADD ON
24/7 Support Desk	24x7 support team	✓	
	24x7 network device monitoring and management	✓	
Cloud5 Portal	Live monitoring of network devices	✓	
	Network health	✓	
	Support ticket submission	✓	
	Call driver reporting	✓	
	Meeting Internet meeting room access software		✓
Switches	Monitoring CPU utilization	✓	
	Monitoring memory usage	✓	
	Managing port utilization	✓	
	Identifying potential performance problems	✓	
	Configuring switch ports	✓	
	Monitoring switch health	✓	
UPSs	Monitoring battery charge level, output voltage, and load capacity.	✓	
	Monitoring the health of UPSs, such as temperature, humidity, and UPS status	✓	
	Configuring UPS settings	✓	

Ready to Learn More?

Visit our website at www.cloud5.com to learn more about Cloud5's Managed Services Solutions or contact us directly at sales@cloud5.com to schedule a conversation today!