



Solidnet Key Benefits

Business Performance Mapping

We map technology to business performance by learning the measurable effects of technology performance to business operations. In addition, IT resources are aligned to enhance business performance.

Network and Security Assessments

Our Solidnet Network Maintenance Service delivers in-depth information not only to determine if a device is operational, but also provides comprehensive information on the security preparedness of a network.

Problem Remediation

It is our goal with Solidnet to catch problems before they manifest as service issues. Our engineers take ownership of each issue, and work with vendors, manufacturers and service providers until the issue is resolved.

On-site Network Planning, Design, and Implementation

Expert network and system designers interpret useful trending data gathered from Solidnet to produce reliable technology plans and upgrade maps. In addition, the on-site "Virtual Employee" performs network maintenance tasks and project implementation according to your needs.

People-Security-Performance

Surazal Systems provides important services to your business based on three top requirements of any business:

- qualified people
- top-level network security
- consistently high network performance

contact information

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Solidnet™ for Manufacturing Companies

Solidnet BASIC Maintenance

Provides remote and on site support for network equipment.

assessments: 24/7 assessments of each device to detect faults and intervene at any sign of poor performance. Trouble tickets are opened with manufacturers and service providers to preemptively resolve problems before failure occurs. Surazal Systems, Inc. works with the manufacturers to upgrade, troubleshoot and resolve maintenance issues surrounding any device covered by Solidnet Basic Maintenance.

reporting: Several reports are included such as trouble ticket reports, Installation reports and Network Summary reports.

Solidnet customer portal: A portal which allows customers to securely view and examine the health of the network from anywhere at anytime utilizing an Internet browser.

management: Acquire and manage equipment maintenance contracts provided by manufacturers such as Cisco's Smartnet.

implementation: Surazal provides configuration and integration support for any covered device that is replaced.

consultation: An engineer assigned between 4 to 30 hours per week. The Virtual Employee will have a specific knowledge of the network and system requirements and will report to the local technology staff.

Solidnet SECURE Maintenance

Provides a safe and secure networking environment.

The benefits of BASIC Maintenance, plus:

vulnerability scanning: Periodically scan the network for vulnerability and potential security breaches, report findings and discuss and implement recommendations.

intruder alerts: Constantly scan network for unauthorized access, lock down and report breaches.

patch assessment: Verify that current security patch levels are in place, and if not, recommendations are made for specific patch levels.

security policies: Meet with technology staff to develop and implement security policies for Internet access and other information exchange on the network.

Solidnet PERFORMANCE PLUS

Maps equipment, systems, and application performance to critical business functions.

The benefits of SECURE Maintenance, plus:

business performance mapping: Understand the type and quantity of traffic flowing through the network and the effect that it has on business performance. Develop and map traffic policies that protect and prioritize important applications such as ERP and VOIP versus Internet surfing.

network design and growth management: Given the information gathered from network systems analysis we are able to design network configurations and recommend upgrades to meet desired goals.

Solidnet™ for Manufacturing Companies

Solidnet features	BASIC maintenance	SECURE maintenance	PERFORMANCE PLUS
ASSESSMENTS			
Network Health Watch w/Alerts	●	●	●
Application Health Watch	●	●	●
Proactive Problem Avoidance	●	●	●
Problem Resolution	●	●	●
Virus Protection Scans		●	●
REPORTING			
Standard	●	●	●
Resolved Incidents	●	●	●
System Summary	●	●	●
Network Summary	●	●	●
Frame Relay Health	●	●	●
Security Scan Results		●	●
Patch Summary		●	●
NETWORK ADMINISTRATION			
Users/Accounts	●	●	●
Servers	●	●	●
Printers	●	●	●
Groups/Domains	●	●	●
Daily Back-up Confirmation	●	●	●
MANAGEMENT			
Hardware Inventory		●	●
Software Inventory		●	●
Configuration Management	●	●	●
Security Management		●	●
Warranty & Contract Mgmt.	●	●	●
Semi-Annual System Review	●	●	●
PERFORMANCE & DESIGN			
Traffic Analysis			●
Protocol Analysis			●
Business Performance Mapping			●
Capacity Planning			●
Trend Analysis			●
Growth Management			●
Network Design			●
IMPLEMENTATION			
Asset Acquisition		●	●
Project Management		●	●
Computer/Network Installation	●	●	●
CONSULTATION			
Projects not covered	●	●	●
Weekly On site Engineering Hours	4-30 hrs	4-30 hrs	4-30 hrs



About Surazal Systems, Inc.

Surazal Systems, Inc. is an IT firm specializing in network performance, and has been based in Cary, NC since being established in 1997. Surazal Systems has considerable experience supporting the manufacturing industry over the past 9 years.

Improving the overall performance of your network health, critical applications and network security is our specialty.

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