



**Communications**  
*Delivering Excellence*

## External Monitoring Solutions

### Keeping watch of the systems that are keeping you in business.



The need to maintain connectivity and keep business critical applications up and running is imperative to business productivity and customer confidence. When issues such as the inability to access the Internet or an unresponsive mail server arise, quick action must be taken to assure the problem is resolved in a timely manner. D&E alleviates these tactical issues for you by monitoring Internet connectivity, email services, and websites via our External Monitoring Solutions.

#### Solution Offerings

##### Internet Access Services Monitoring

Managing your Internet connectivity can quickly become a mundane task until a system failure occurs. D&E provides constant monitoring of your Internet access router to determine availability and service performance metrics. If a disruption in service is detected, an auto alert is sent to the designated contact.

##### Email Services Monitoring

Communicating with customers and suppliers is imperative to keeping your business operating. If problems occur with your email system, numerous delays could affect your ability to do business. Our email monitoring solution performs a number of ongoing tests to ensure system responsiveness including: sending SMTP queries, DNS lookup, mail roundtrip and verifying the up status of Email anti-virus. Becoming proactive with email system monitoring could save a bundle in the long run.

##### Web Page Services Monitoring

Your corporate website is possibly a prospective customer's first view into your organization, thus if your website is down, your business loses in terms of user confidence and brand identity. With our Web page monitoring, you can avoid costly downtime

by taking proactive steps to keep your site up and performing at maximum levels. This offering allows you to choose critical URL addresses and ports that we monitor on a consistent basis to ascertain accessibility. If a problem is detected, the auto alert feature will advise of system degradation.

#### Features:

- Auto Alert notification
- Proactively respond to issues before they impact business
- Provides support to electronic services that are critical to business productivity
- Established Service Level Agreements
- Customer Portal featuring real-time graphical representation of information
- Tier 2 support capabilities
- Access to a multitude of resources

#### Benefits:

By contracting with D&E for your Managed Services needs, you can continue to focus your internal resources on the core function of your business. Keeping internal staff focused on strategic initiatives allows your organization to remain committed to the overall company objectives. Our goal is to become your systems integration partner of choice so that you can remain focused on running your business.

Contact D&E 1-877-4DE-TODAY  
or email [info@decommunications.com](mailto:info@decommunications.com)  
[www.decommunications.com](http://www.decommunications.com)