

YOUR NETWORK'S PERSONAL ASSISTANT – AN INSIGHT ADD ON

Ecessa Insight™ is a centralized, web-based management tool that gives IT staff the ability to configure, manage and monitor any Ecessa solution. Ecessa Insight provides customers an end-to-end management tool that assists in the deployment of any Ecessa solution, as well as access to detailed network, device and ISP performance data in the years to come.

Sometimes, managing the various alerts, reports and carrier outages aren't something an organization has the time or bandwidth to handle. This is where Ecessa's Insight+™ kicks it up a notch. Ecessa SD-WAN solutions already take the worry out of network failures, now Insight+ will manage the underlying carrier outage from start to finish. Insight+ will actively monitor your connections, detect a carrier outage, send an alert to you and proactively open a trouble ticket with your ISP – no work needed on your part. Ecessa even provides a monthly report to let you know the status of those tickets. Let Ecessa Insight+ do that extra work and save your organization valuable time, resources and revenue.

How Ecessa Insight+ Delivers:



Monitor:

Ecessa Insight+ actively monitors all WAN connections from various carriers and Internet Service Providers (ISPs), investigating each event to verify if it is a carrier or ISP issue. Ecessa also gathers all applicable carrier and ISP information for each site within an organization.



Manage:

In the event of a carrier or ISP outage, the Ecessa solution will failover as it's designed to do. The advantage of Insight+, is that the Ecessa support team will open, manage and close the trouble tickets with the customer's carrier or ISP to investigate the underlying issue. Ecessa will perform as the customer's proxy, working in its best interest, while interacting with carriers and ISPs.



Report:

Each month, the Ecessa team provides a detailed analysis of the carrier and ISP status. A summary of any incidents or tickets that may occur is also provided.

Contact Ecessa for more details and pricing.

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