

ECESSA INSIGHT+[®]

YOUR NETWORK'S PERSONAL ASSISTANT

First we built Ecessa Insight[®], 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. Then our clients asked for more.

Sometimes, managing alerts, reports and carrier outages isn'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 gathers the applicable carrier and Internet Service Provider (ISP) information for each site within your organization, then actively monitors all WAN connections from your carriers and ISPs. If there's a connection issue, Ecessa investigates each event to verify which carrier or ISP is having the issue.



Manage:

In the event of an 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 carrier or ISP to investigate and resolve the underlying issue. Ecessa will act as the customer's proxy, working in your best interest, while interacting with carriers and ISPs.



Report:

Each month, the Ecessa team provides a detailed analysis of the carrier and ISP status and a summary of any incidents or tickets that occurred.

Learn More – Call Today For Your Free Quote 800.669.6242.