



Network X

Monitoring your network so that you don't have to



About Network X

Network X is a proactive cloud-based network monitoring solution. This service complements Support X, helping you to maximise the return on your network investment.

Key features

- Visually demonstrates how your network is performing on a daily basis.
- Detects vulnerable network devices.
- Maintains continuous visibility into all assets on your network, even as they evolve.
- Anticipates and addresses network problems early to minimise user disruption.
- Option to manage network equipment from multiple vendors.
- Provides an automated backup feature for network device configurations.
- Immediately identifies network loops and our team will work to resolve them.



Network X includes:

Service Features	Support X	Network X
Monday-Friday 9am-5pm telephone and email support	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Certified specialist vendor support	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Firmware updates inclusive of change management (as requested)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
RMA assistance where under warranty with the manufacturer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Escalation to manufacturer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Industry-leading ticket system	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Real-time network topology		<input checked="" type="checkbox"/>
Alert set-up and proactive monitoring of critical alerts		<input checked="" type="checkbox"/>
Raise a ticket with Network X and escalate to the manufacturer where required		<input checked="" type="checkbox"/>
Dedicated level-3 technical account manager		<input checked="" type="checkbox"/>
10x 1-hour remote configuration changes*		<input checked="" type="checkbox"/>
Dedicated Account Manager		<input checked="" type="checkbox"/>
Regular reporting and recommendations calls		<input checked="" type="checkbox"/>
Bespoke add-on and wrap-around services where required		<input checked="" type="checkbox"/>

*cannot be rolled over and maximum of 2 at a time



FAQ's

Why do I need the Network X service?

It is a crucial practice for any organisation relying on network connectivity to function effectively.

What are the advantages of Network X?

Ultimately it is proactive rather than reactive. We aim to create a frictionless network management experience by putting simplified, intuitive yet powerful capabilities at your fingertips to boost IT team productivity and efficiency.

How do I get started with Network X?

Get in touch with our team by phone on 01865 502440 (ext. 4) or by email on networkx@xtech-it.co.uk and we can help you get started.

How quickly can I start using the service?

Once you have signed up to our Network X service, it can take less than an hour to get up and running!