

Standard Package Features	Bronze	Silver	Gold	Description	Tools Used
<b>Network Monitoring</b>					
24x7x365 monitoring: US-based (Ohio / Texas)	✓	✓	✓	Acuative monitors network devices 24x7x365 from its network operations centers located in Strongsville, OH and Dallas, TX.	Spectrum
Fault Monitoring: Device Alarms	✓	✓	✓	Fault monitored devices are configured to send fault alarms (SNMP Traps) to Acuative's fault monitoring tool.	Spectrum
Availability Monitoring: Device or Interface Up / Down	✓	✓	✓	Acuative configures its availability monitoring tool to poll monitored devices or device interfaces for up/down status via ICMP Ping or SNMP MIB II compliant polling. Availability Monitoring provides indication that a network component is working, reachable and available for use.	Spectrum
Bandwidth Utilization Monitoring: Circuit or Interface Bandwidth Consumption	✓	✓	✓	Acuative configures its bandwidth monitoring tool to poll monitored interfaces for bandwidth consumption. Bandwidth utilization is determined by measuring bandwidth consumption as a percentage of the interface or circuit size. Bandwidth Utilization Monitoring provides understanding of network usage and identifies specific interfaces or circuits that are over- or under- utilized.	Spectrum, Performance Management
Basic Network Monitoring Reports	✓			Basic Network Monitoring Reports provide a monthly summarization of the monitored network devices. Basic reports for Bronze level service include; Monthly Faults and Monthly Availability.	Performance Management, Jasper
Enhanced Network Monitoring Reports		✓		Enhanced Network Monitoring Reports provide monthly trending, summarization and outlier identification of monitored network devices for faults, availability, and bandwidth usage. All enhanced reports are interactive (filterable/sortable) and provided via a Free Tableau Reader. Enhanced reports for Silver level service include; Monthly Faults, Monthly Availability, Monthly Utilization.	Performance Management, Jasper, Tableau
Enhanced Network Monitoring Reports w/ Analytics			✓	Enhanced Network Monitoring Reports with Analytics provides out of the box analytic capabilities to the enhanced reporting experience. Analytic tools are built into the enhanced reports to facilitate proactive identification of network device, interface or circuit issues. In addition, an Acuative analyst will review your reports on a monthly basis and produce a supplementary commentary report. Enhanced reports for Gold level service include; Monthly Faults, Monthly Availability, Monthly Utilization, Monthly Latency, Monthly Packet Loss.	Performance Management, Jasper, Tableau
Web Portal: View network monitoring reports	✓	✓	✓	Acuative provides access to network monitoring reports via a Web-based Portal. A customer partition in the portal is created as part of the network service onboarding process.	Inside Edge Portal
Web Portal: View device status	✓	✓	✓	Acuative provides access to view monitored device status via a Web-based Portal. A customer partition in the portal is created as part of the network service onboarding process.	Spectrum
Service Level Commitment: Average Availability	✓	✓	✓	Acuative commits to providing network availability equal to or higher than the monthly network availability determined by averaging the availability of individual network components.	Spectrum
<b>Service Desk</b>					
24x7x365 Service Desk: US-based (Ohio / Texas)	✓	✓	✓	Acuative staffs a full service desk 24x7x365 from its network operations centers located in Strongsville, OH and Dallas, TX.	Cherwell
Standard Engagement Channels: web, email, & phone	✓	✓	✓	Acuative provides customer access to the Service Desk via standard engagement channels; web portal, email and phone.	Cherwell
Self-Help Channels: Tier 0 / Automated Tools			✓	Acuative provides self-help engagement channels; tier 0, automated tools. (Planned)	Cherwell
<b>Incident Management</b>					
Incident logging: In Acuative ticketing system	✓	✓	✓	Acuative opens incident tickets for incidents that it detects through monitoring or for incidents that are reported via the service desk. Acuative logs the pertinent incident details in the incident tickets.	Cherwell
Incident Diagnosis and Remote Resolution		✓	✓	Acuative performs incident diagnosis to understand the incident and how to resolve it. Acuative will attempt remote resolution in cases where it is permitted to do so and validate correct operation. Acuative will interact with service providers to resolve circuit issues and verify resolution.	Cherwell
Incident Resolution Status Updates		✓	✓	Acuative provides regularly scheduled updates on the progress of incident resolution while the incident is active.	Cherwell
Incident Notifications		✓	✓	Acuative provides incident notifications to defined management roles regarding diagnosis and restoration activities. Management roles are specified and provisioned as part of the network service onboarding process.	Cherwell
Basic Incident Management Reports	✓			Basic Incident Management Reports provide monthly summarization of incident volumes, and Mean Time to Resolve by impact and urgency levels.	Cherwell
Enhanced Incident Management Reports		✓	✓	Enhanced Incident Reports provide monthly trending, summarization and outlier identification of incidents. All enhanced reports are interactive (filterable/sortable) and provided via a Free Tableau Reader. Enhanced reports include; Incident Volumetrics, Incident TopN, Incident ToD/DoW, Incident MTTR.	Cherwell, Tableau
Service Level Monitoring: Time-to-Resolve Incident			✓	Acuative provides the ability to monitor actual incident response intervals against defined service level targets based on impact / urgency classifications. Service Level Monitoring provides the ability to identify potential and actual breach of service level targets related to incidents. The key service interval being monitored is Time to Resolve Incident, measured from the Incident ticket creation time to the Incident ticket resolved time.	Cherwell
SLA Notifications			✓	Acuative provides incident notifications to defined management roles regarding potential and actual SLA breaches. Management roles are specified and provisioned as part of the network service onboarding process.	Cherwell
Service Level Commitments: MTTO, MTTN, MTTR	Best Effort	✓	✓	Acuative commits to responding to open, notify and resolve incident tickets on average within defined time limits. SLCs are calculated and reported on a monthly basis for Meantime to Open (Incident Start --> Ticket Opened), Meantime to Notify (Ticket Opened --> Notification), and Meantime to Resolve (Ticket Opened --> Incident Resolved).	Cherwell
Web Portal: View incident tickets and reports	✓	✓	✓	Acuative provides access to Incident tickets and reports via a Web-based Portal. A customer partition in the portal is created as part of the network service onboarding process.	Cherwell

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<b>Problem Management</b>					
<b>Problem logging:</b> In Acuitive ticketing system			✓	Acuitive opens problem tickets for problems that it identifies through monitoring, or for problems that are reported via the service desk. Acuitive logs the pertinent problem details in the problem tickets.	Cherwell
<b>Reactive Problem Management</b>			✓	Acuitive performs problem diagnosis to understand the problem cause and how to resolve it to prevent service incidents.	Cherwell
<b>Proactive Problem Management</b>			✓	Acuitive performs problem diagnosis, based on defined health checks, with a resolution to prevent possible, future incidents.	Cherwell
<b>Problem Management Reports</b>			✓	Problem Reports provide monthly trending, summarization and outlier identification of problems. All problem reports are interactive (filterable/sortable) and provided via a Free Tableau Reader. Enhanced reports include; Problem Volumetrics and Problem TopN.	Cherwell, Tableau
<b>Web Portal:</b> View problem tickets and reports			✓	Acuitive provides access to Problem tickets and reports via a Web-based Portal. A customer partition in the portal is created as part of the network service onboarding process.	Cherwell
<b>Request Fulfillment</b>					
<b>Service Request logging:</b> In Acuitive ticket system	✓	✓	✓	Acuitive Service Desk opens service request tickets in cases where customers are unable to directly open service request tickets on their own. Acuitive Service Desk logs the pertinent request details in the service request tickets.	Cherwell
<b>Request Fulfillment Statue Updates</b>		✓	✓	Acuitive provides regularly scheduled updates on the progress of request fulfillment while the request is active.	Cherwell
<b>Request Fulfillment Reports</b>		✓	✓	Request Fulfillment Reports provide monthly trending, summarization and outlier identification of Service Requests. All Request Fulfillment reports are interactive (filterable/sortable) and provided via a Free Tableau Reader. Enhanced reports include; Request Fulfillment Volumetrics and Request Fulfillment TopN.	Cherwell, Tableau
<b>Web Portal:</b> View Request Fulfillment tickets and reports			✓	Acuitive provides access to Service Request tickets and reports via a Web-based Portal. A customer partition in the portal is created as part of the network service onboarding process.	Cherwell
<b>Capacity Analysis and Reporting</b>					
<b>Analytics and Current / Trend Reporting:</b>					
<b>Network Performance Management</b>			✓	Acuitive provides network and application flow analysis of specified network paths using Netflow.	Performance Management, Netflow
<b>Circuit Bandwidth / Interface Utilization</b>			✓	Acuitive provides interface utilization of specified interfaces using Performance Management.	Performance Management
<b>Component Capacity Management (Device CPU, memory, etc.)</b>			✓	Acuitive provides CPU and memory utilization of specified devices using Performance Management.	Performance Management
<b>Web Portal:</b> View capacity reports			✓	Acuitive provides access to view capacity reports via a Web-based Portal. A customer partition in the portal is created as part of the network service onboarding process.	Performance Management
<b>Change Management</b>					
<b>Change logging:</b> In Acuitive ticketing system			✓	Acuitive Service Desk opens Request for Change (RFC) tickets in cases where customers are unable to directly open change tickets on their own. Acuitive logs the pertinent change request details in the change tickets.	Cherwell
<b>Change Design</b>			✓	For defined change types, Acuitive designs the device configuration changes and validates the design, before implementation.	Cherwell
<b>Method of Procedure (MoP) Execution</b>			✓	For defined change types with establish Method of Procedure (MoP) documentation, Acuitive executes the MoP. MoPs may include pre-implementation checks, implementation steps, and post change validation testing.	Cherwell
<b>Enterprise Device Configuration / Software Changes</b>			✓	Identify and update multiple devices, with the same change, due to an incident, problem or other change.	Cherwell
<b>Change Management Reports</b>			✓	Change Reports provide monthly trending, summarization and outlier identification of Change Requests and Change Implementations. All Change reports are interactive (filterable/sortable) and provided via a Free Tableau Reader. Enhanced reports include; Change Volumetrics and Change TopN.	Cherwell
<b>Web Portal:</b> View change tickets and reports			✓	Acuitive provides access to Change tickets and reports via a Web-based Portal. A customer partition in the portal is created as part of the network service onboarding process.	Cherwell
<b>Device Configuration Management</b>					
<b>Configuration Backup</b>			✓	Daily backup of specified device configurations stored on a central Acuitive system. Five (5) versions of each backup will be retained.	Spectrum
<b>Configuration Compliance</b>			✓	Automation validation that a configuration complies with a predefined template and / or contains required security and / or governance related entries	Spectrum