



HANTZ
Service Provider



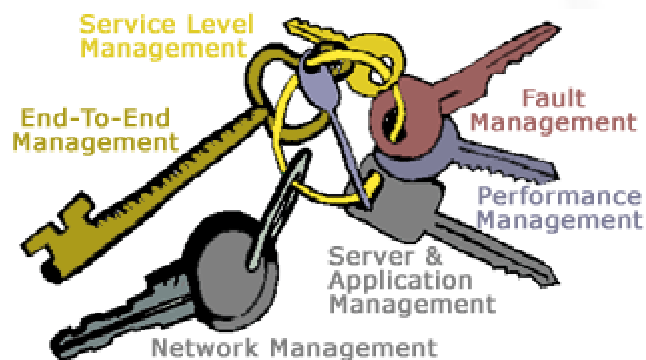
**An Easy-to-Use
Enterprise Network Management System**

Hantz Service Provider – A Complete Enterprise Network Management Solution

As a service provider, your concerns and efforts have always focused on devising and delivering profitable services at minimal time-to-market. You constantly seek to introduce attractive new service offerings to gain control over a substantial and sustainable market share. You consistently strive to reassure your customers of the dependability of your service and gain their unwavering loyalty. You unceasingly aim to bury costs by eliminating inefficiency and minimizing routine manual labor. And just as importantly, you take great pains to postpone capital spending until it is absolutely necessary.

You always feel the need to take the extra mile - for example, to go further than conventional service level commitments, and provide instant customer analyses and reports in real time, as well as a host of other value-added offerings - to set your service apart from the competition.

With Hantz Service Provider, technologies that comprise your business arsenal are broken down into business processes—sets of activities that can be planned, monitored, managed, and appropriately modified and fine-tuned as and when the business demands it. Hantz Service Provider's powerful infrastructure management solution provides the following key features:



Network Management

With a diverse range of network technologies and protocols spanning across your network as well as your customers networks, you may face unexpected network issues, such as downtime, unavailability of services, poor performance, etc. Hantz Service Provider, comprehensive and reliable network management software, empowers you to tackle the network management concerns by providing a single point of solutions for all these diverse elements. Among others, it employs:

- Proactive network device management
- Auto-topology discovery
- Bandwidth management
- Traffic Management

Service Level Management

Hantz Service Provider's SLA module allows you to set and monitor SLAs based on the QoS that you are offering to your customers with different customer service levels. Whenever there is a service degradation or breach, Hantz Service Provider's can automatically send notifications, such as Email, and Beep to your operators. Further, it can automatically escalate it to the higher levels of management to ensure higher customer satisfaction.



Overview Customization

Hantz Service Provider's Overview screen provides a bird's eye view of the monitored network infrastructure. From this screen, you can effortlessly view and manage the performance of entire IT infrastructure, such as devices, networks, servers, databases, applications, platforms and websites. The system provides 10 types of views.

The Overview Configuration screen in Hantz Service Provider allows you to customize your own summary views in the Overview screen.

Map View

As your infrastructure crosses over a diverse range of network technologies and protocols, and spans across disparate physical locations, Hantz Service Provider empowers you to tackle your infrastructure management concerns by providing a single point of solutions for all these diverse elements. Map view helps you to navigate through the different levels of the mapped infrastructure.



Resource ID	Device Availability	Network Availability	Resource Availability	Application Availability	Overall Availability
India	100.00 %	100.00 %	100.00 %		
Atlanta	99.99 %	99.99 %	99.99 %	97.99 %	
China	100.00 %	100.00 %	100.00 %	100.00 %	
Germany	100.00 %	100.00 %	99.97 %	97.97 %	
Japan					
India	100.00 %	99.99 %	99.99 %	99.99 %	
Atlanta	100.00 %	99.99 %	99.99 %	99.99 %	
Germany	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %
Japan					
USA					

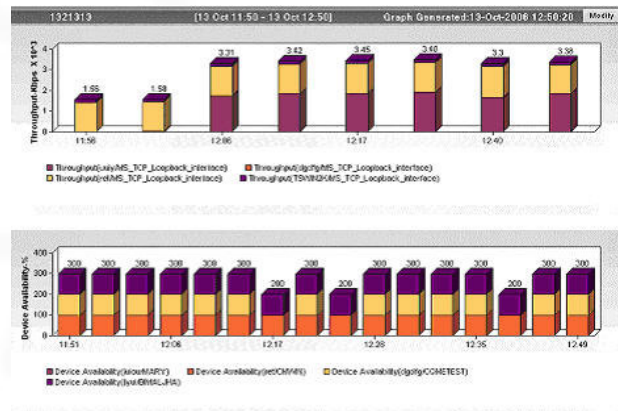
(Displaying 1 to 11 of 11 Performance)

Network Performance Monitoring

Hantz Service Provider emulates a real-user experience and finds the overall response time of the application, server, and the network. The integrated view on the user-experienced response times with the actual network, server, and application QoS parameters enable the operators to find the root cause of any degraded services across heterogeneous networks, network devices, servers, and applications. It displays information, such as availability, error rate, throughput, utilization and response time of communication links, servers and applications, and other statistics. You can select to view Average, Worst, or Threshold statistics.

Comprehensive & User-Friendly Reports

Reporting is an important function in any infrastructure management system. Hantz Enterprise's real-time reports provide comprehensive reporting on network availability, network utilization, throughput, CPU usage, Packet Loss, Disk Utilization, memory used, and error rate.



Business Benefits

- **Integrated View of the Entire Network:** Overview of Hantz Service Provider provides a single view where you can get an overview of the entire network.
- **SLA Management:** Hantz Service Provider monitors SLAs and sends notifications, such as Email, and Beep to your operators when breached.
- **Intelligent Capacity Planning and Resource Allocation:** Real-time reports on Memory utilization, CPU usage, Disk Space utilization, Interface Traffic, Packet Loss, etc. helps you to take better capacity planning decisions.
- **Increased Network Operator Productivity:** The color-coded alarm status, intelligent alarm correlation, and timely notification of faults save the network operators time in root cause analysis and problem solving.
- **Maximum Network Availability:** By constantly monitoring the network performance and notifying when any critical alarms occur, Hantz Service Provider ensures maximum availability of the monitored network.

About HSBSOFT Technologies

“**Passion for technology**” is the driving force at HSBSOFT Technologies. In every single venture there is an impetus on improvisation and an enthusiasm to provide leading cutting edge solutions. In fact these are the tenets followed right across the organization be it our clients, employees or investors.

Headquartered in the IT Capital of India – Bangalore, HSBSOFT Technologies started operations in February 2004. Initially our area of specialization was Network Technologies but over the past few months, our offerings in the technology segments have encompassed Network Support Services, Enterprise Service Management, Wireless technologies, E-services, and distributed applications.

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