

Ethernet Proactive Monitoring Service Description



Introduction

Unfortunately faults can and do occur over the lifetime of any service. Ethernet Proactive Monitoring provides Spitfire customers with additional notifications in the event of a fault.

Benefits

Where a fault has occurred overnight or during the weekend many customers will only notice problems as they open their workplace to start their normal working day. By this time the customer's Ethernet service might have been down for some time without their knowledge. Spitfire's Ethernet Proactive Monitoring service intends to enable customers to progress a fault investigation sooner - reducing or eliminating its impact.

Which Circuits?

Spitfire customers taking Fibre Ethernet or some FTTC Ethernet services with a qualifying Spitfire Managed Router may opt in to this additional free-of-charge service. Customers should enquire with their Spitfire Account Manager at the time of placing their order. Existing customers who qualify may also request this additional service by contacting Spitfire Support via support@spitfire.co.uk.

How it Works

Spitfire's monitoring platform polls the customer's Spitfire Managed Router up to every five minutes. Normally, the router responds successfully. However, where there are three failed router polls, often indicative of a fault condition, an alert is generated and issued to a Spitfire Support Technician for assessment. Where applicable Spitfire Support then alerts key account management contacts via Email.

Limitations

During a customer's normal business hours it is likely that they will notice the impact of a fault before an alert is generated. Therefore customers should continue to report service affecting issues directly to Spitfire Support as normal. The Ethernet Proactive Monitoring service is not a replacement for normal fault reporting.

The Spitfire Support Duty Manager receives and assesses the generated alerts outside of Spitfire Support Working Hours. However, the alerts are queued from 23:00 until after 07:00 overnight. Issuing alerts from after 07:00 can still offer customers significant benefits rather than them waiting to discover they have a fault upon their arrival in the office.

Unfortunately false-positive alerts may occasionally be generated. Spitfire recommends all alerts be checked by customers to enable us to reduce the impact of a potential fault.

Spitfire regrets that during Major Service Outages the Ethernet Proactive Monitoring service may be unavailable. The Ethernet Proactive Monitoring service is provided as-is and may be withdrawn at any time. Customers are reminded to consider backup circuits to mitigate against the risk of disruption.

Case Study: A Total Loss of Service occurs at 8:30 PM.

The customer may be notified as quickly as 11 minutes after the service failure (best case scenario). A customer may still notice the loss of service before we do and should contact Spitfire Support as normal.

Case Study: A Total Loss of Service occurs at 4:30 AM.

The customer should be notified shortly after 7:00 AM. This provides the customer with an opportunity to progress their support case before they even arrive in the office in some instances, and they may also benefit from being "first in the queue" with the relevant supplier.

