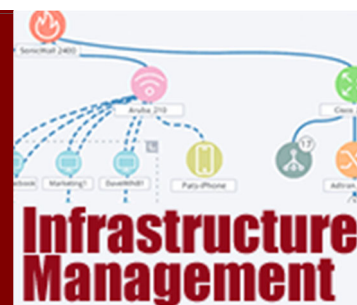


### ProSight WAN Watch Infrastructure Management



*Network infrastructure remote monitoring and management: slash the time and costs of managing and troubleshooting your network*

## ProSight WAN Watch Infrastructure Management

ProSight WAN Watch is a cloud-based infrastructure management service that makes it easy and affordable for small and mid-sized businesses to map, monitor, optimize and troubleshoot their networking devices like routers, switches, firewalls and load balancers as well

as servers and endpoints. Using state-of-the-art Remote Monitoring and Management (RMM) technology, ProSight WAN Watch keeps network maps updated in real time, captures and manages the configuration of virtually all devices on your network, monitors performance, and generates alerts whenever issues are detected. By automating complex management tasks, ProSight WAN Watch can cut hours off of common procedures such as reconfiguring your network, finding appliances that need critical updates, or isolating performance bottlenecks.

If you use Progent's IT services team to manage or troubleshoot your network infrastructure, ProSight WAN Watch allows the experts at Progent's Technical Response Center (TRC) to view an accurate map of your complete network infrastructure and drill down to component details to resolve issues quickly. Whether you need to know which access point is being used by a smartphone or which switch a server is connected to, instant and accurate network mapping can save hours of support costs and downtime. ProSight WAN Watch also integrates seamlessly with Progent's support system by synchronizing network alerts to TRC tickets, ensuring that any problems will be addressed quickly and resolved efficiently.

#### Key Features of ProSight WAN Watch

ProSight WAN Watch provides a wealth of features for delivering world-class network infrastructure RMM capabilities to small and mid-size organizations at an ultra-affordable price. These features cover network topology and asset inventory, configuration management, network monitoring and alerts, troubleshooting, and performance analysis:

- **Automated Mapping** creates accurate network maps in minutes and updates them automatically
- **Inventory Automation** collects detailed information about every device on the network
- **IP Address Management** eliminates manual IP address inventory and device-by-device discovery
- **Password Management** encrypts, securely stores, and authenticates passwords on log-in
- **Alerts** immediately notify specified management and support personnel whenever issues are detected
- **Service Monitoring** detects the availability and status of key services like HTTP and Active Directory
- **Contextual Data** provides device-relevant info such as a printer low on ink or a UPS low on battery
- **Performance and Health Stats** allow you to understand and optimize network performance
- **Troubleshooting** tools consolidate ARP and FDB tables; smart filters generate actionable information
- **Configuration Management and Analysis** logs and analyzes config info and allows instant rollback

#### The Progent Advantage

Progent's team of more than 100 consulting professionals includes certified experts in every aspect of information technology related to small and mid-size businesses. With this breadth of expertise, Progent can be your one-stop source for integrating a comprehensive infrastructure management solution that delivers immediate business value.

In addition to ProSight WAN Watch, Progent offers other affordably-priced managed service packages that address crucial aspects of your IT ecosystem such as security, disaster recovery, and email filtering. By partnering with some of the industry's most innovative technology vendors, Progent can offer small and mid-size organizations the benefits of the same cutting-edge technology used by major enterprises.

#### Find Out More About ProSight WAN Watch

For more information, call **800-993-9400** or send email to [information@progent.com](mailto:information@progent.com)

#### FEATURES/BENEFITS

- **Instant and Accurate Maps**  
Complete maps of physical and logical topology are created in minutes and updated as your network changes.
- **Automated Inventory**  
Every device on your network is automatically profiled for instant access to make, model, software version, serial number and other key information.
- **Alerts and Notifications**  
Built-in and custom alerts warn you about network errors and potential issues.
- **Service Monitoring**  
You can monitor the status of services like Active Directory and HTTP and you can add custom services to monitor.
- **IP Address Management**  
All IP addresses and all the devices using them are listed automatically for easy lookup.

- **Configuration Management**  
Configurations and changes are logged, analyzed based on best practices, and can be restored with a single click.

#### PROGENT SUPPORT

- **TRC Integration**  
WAN Watch is integrated with Progent's Technical Resource Center ticketing system, so infrastructure issues can be acted on immediately.
- **Cisco Certified**  
Progent has a roster of Cisco CCIE-certified network experts.
- **Troubleshooting Expertise**  
Progent has over two decades of experience providing remote troubleshooting support to companies of all sizes across North America.