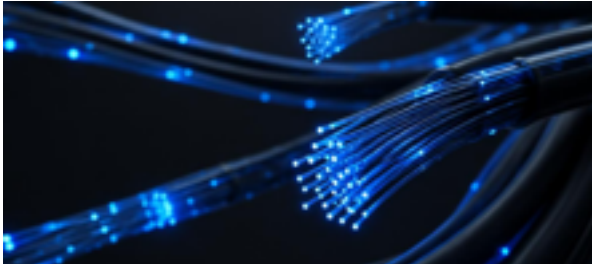


Network Monitoring & Management

Domotz network visibility + AlertOps alert routing and escalation, managed by Massive IT.

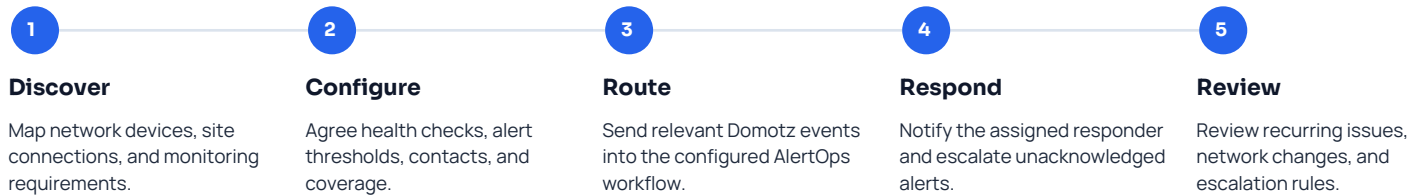


Service illustration • Networking Infrastructure

What this service addresses

- Incomplete network inventory and unclear dependencies
- Device or connectivity issues discovered only after users complain
- Important alerts without a clear responder or escalation path

A clear path to delivery



Included capabilities & what they mean

Capability	Practical detail
Network discovery & inventory	Domotz discovers connected devices and maintains network inventory.
Topology & device health	Domotz maps supported connections and monitors availability and SNMP metrics.
Remote network diagnostics	Domotz supports remote connectivity and diagnostic tools with agreed access.
Alert routing & notification	AlertOps routes events by team, priority, and policy over supported channels.
On-call schedules & escalation	AlertOps schedules responders and escalates unacknowledged alerts.
Incident workflow & review	AlertOps tracks acknowledgement; Massive IT reviews issues and next steps.

Business outcomes

- A clearer picture of network devices and health
- Defined alert ownership and escalation paths
- Better context for troubleshooting and maintenance planning

Before we begin

Is around-the-clock response included? Monitoring schedules, response coverage, escalation contacts, supported devices, and licensing are confirmed in your agreement. Continuous monitoring does not automatically include 24/7 staffed response or an uptime guarantee.

Scope and licensing vary by environment. Product availability and support terms are confirmed during planning.

MANAGED IT SERVICES

Network Monitoring and Management: a closer look

Continuous visibility into network health with proactive response to issues.

From challenge to coverage

SIGNS IT IS TIME TO ACT

- 1 Reactive support that only responds after something breaks
- 2 Limited internal staff stretched across too many responsibilities
- 3 Inconsistent device, server, and network standards
- 4 No clear technology roadmap aligned to business goals

WHAT THE SERVICE COVERS

- 24/7 monitoring and alerting
- Standardized onboarding and offboarding
- Patch and lifecycle management
- Documented processes and service levels
- Strategic planning and budgeting

From network signal to accountable action

Area	What we review	Why it matters
Visibility	Domotz device discovery and network health	Understand what is connected and where a fault may originate.
Escalation	AlertOps routing, ownership and escalation rules	Route actionable alerts to the responsible team.
Follow-through	Acknowledgment, investigation and resolution records	Review recurring issues and refine alert handling.

Monitoring finds signals; response coverage and escalation commitments depend on the agreed service scope.

How an engagement runs

01

Discover

Review the current environment, priorities and constraints with your team.

02

Plan

Agree scope, owners, timing and how success will be reviewed.

03

Deliver

Carry out the agreed work with documented changes and checkpoints.

04

Review

Revisit results, open items and next priorities on an agreed cadence.

What good looks like

The results this service is designed to support. Actual results depend on your environment and the agreed scope.

Fewer disruptions and faster resolution

Predictable technology costs

A documented, standardized environment

Technology decisions tied to business priorities

Questions clients ask

Can you work alongside our internal IT team?

Yes. We support co-managed models where our team complements your staff with tooling, coverage, and specialized expertise.

How do engagements begin?

Every engagement starts with a discovery and assessment so recommendations are based on your actual environment.

Your next step

Free self-assessment

Monitoring & Firewall Hygiene

Check network visibility and firewall upkeep.

massiveit.com/monitoring-assessment

Talk to an engineer

Book a consultation

Walk through your environment and get a scoped recommendation.

massiveit.com/consultation • (813) 518-5454

RELATED MANAGED IT SERVICES SERVICES

Managed Help Desk • Managed Endpoint Services • Managed Server Services • IT Infrastructure Management • Virtual CIO Services • IT Strategy and Roadmapping

Scope, licensing and service levels vary by environment and are confirmed in your agreement. This overview describes typical engagements, not guaranteed results.