

# IP Pathways.....Your Pathway Information Technology Advice and Support

ADVISE  
DESIGN  
BUILD  
SUPPORT

## IP PATHWAYS

### IT CONSULTING ADVICE

- Network Technology Assessments
- Network and System Architecture
- Disaster Recovery Planning
- Business Continuity Planning
- Strategic IT Planning

### IT SUPPORT SERVICES

- Network Support
- Systems Support
- IT Help Desk
- Monitoring
- Network Maintenance
- Patch Management

### AREAS OF EXPERTISE

- Network
- Systems
- Data Protection
- IT Consulting

### CERTIFICATIONS

- MCP
- MCSA
- MCSE
- MCDBA
- CCNA
- Certified SonicWALL Security Administrator

## IT Performance and Availability Monitoring



- Assess The Health Of Your Computer Network In Real Time
- Proactively Prevent Costly Outages
- Identify Potential Risk Points Before They Become Emergencies
- Provide For A Better End User Experience
- Sleep Well Knowing Your Network Is Being Watched 24x7x365

No matter how large or small the organization, the network is absolutely essential to the company's operations and survival. In many cases, today the network is the business. After all, the network enables collaboration, communication and commerce—everything that helps an organization to run and grow.

For those reasons, network downtime is deadly. Yet with the complexity of today's networks, things are bound to go wrong. Servers crash, routers fail, disk utilization rates reach dangerous thresholds and network security is breached.

Network downtime costs businesses money; money they could be spending to run and grow their business.

Continuous, proactive monitoring of the network is critical. IP Pathways enables monitoring of network elements and performance proactively and in real time so problems can be identified before they become emergencies. We alert your IT staff or our Technology Consultants immediately so remedial action is taken in time to prevent loss of availability and ensure business continuity.

Many businesses have no IT staff or an IT staff that is overburdened dealing with daily break/fix issues. Handling day-to-day issues can prevent an IT staff from implementing technologies that improve the reliability of the network or bring needed efficiencies. We help your IT staff proactively head off problems before they become emergencies.

# IP Pathways.....Your Pathway Information Technology Advice and Support

ADVISE  
DESIGN  
BUILD  
SUPPORT

## IP PATHWAYS

### IT CONSULTING ADVICE

- Network Technology Assessments
- Network and System Architecture
- Disaster Recovery Planning
- Business Continuity Planning
- Strategic IT Planning

### IT SUPPORT SERVICES

- Network Support
- Systems Support
- IT Help Desk
- Monitoring
- Network Maintenance
- Patch Management

### AREAS OF EXPERTISE

- Network
- Systems
- Data Protection
- IT Consulting

### CERTIFICATIONS

- MCP
- MCSA
- MCSE
- MCDA
- CCNA
- Certified SonicWALL Security Administrator

## Monitoring Options



IP Pathways' Essential Monitoring and Support will monitor and notify you or our 24x7x365 IT Help Desk the following:

- Network Elements (Heartbeat of Routers, Switches, Firewalls)
- Servers (CPU, Disk, Memory and Heartbeat of MS or Linux Servers)
- Applications (Key Performance Metrics for Active Directory, Exchange 2003 and 2007, MS SQL 2000 and 2005, IIS and Lotus Notes)
- Bandwidth Monitoring (Bandwidth Statistics of Furthest Edge Device)

We provide real time and historical data via individual web portal dashboard. Alerts can be sent to your IT staff or our 24x7x365 IT Help Desk. Support packages are available so that IP Pathways' Technical Consultants can respond to proactive alerts and fix the issue before it becomes an emergency or we can serve as an escalation point and augment your current IT staff.

## Who We Are

IP Pathways is a leading Iowa-based IT services provider - delivering innovative, cost-effective and manageable IT consulting advice and support.

We've established strong partnerships with the leading manufacturers in the industry to combine our systems design and professional services expertise to deliver best-in-class technology to suit your business needs and budget. Whether you are looking for computer networking, data protection and storage, IT help desk or disaster recovery solutions, IP Pathways is a valuable and proven resource.

Our customers partner with IP Pathways for a wide range of professional services from architecture to implementation to day-to-day support. We have an impressive team of experienced and certified Technology Consultants, all with real-world experience in corporate IT environments.

### Essential Monitoring and Support

- Network Essentials
- Bandwidth Essentials
- Server Essentials
- Application Essentials
- Essential Dashboard
- Essential Support
- Essential Maintenance and Patch Management

2550 73rd Street  
Urbandale, IA 50322  
Phone (515) 422-9300  
Fax (515) 422-5544  
www.ippathways.com