



Pinac Plus - Advanced Report



Sample Company

A Company you can Trust

Customer: Sample Company

Contract Number: F0071234

Schedule Ref: F0071235

Date: 09.08.2011

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Contents

| | | |
|------------|--|----------|
| 1.0 | Contact Details | 4 |
| 1.1 | Pinacl Solutions Service Desk | 4 |
| 1.2 | Customer Commercial | 4 |
| 1.3 | Pinacl Solutions Commercial | 4 |
| 1.4 | Escalation | 4 |
| 2.0 | Pinacl Solutions Service Desk | 5 |
| 2.1 | Call Reception | 5 |
| 2.2 | Fault Reporting | 5 |
| 2.3 | Query Reporting | 5 |
| 2.4 | Who should make calls for advice and to report faults? | 5 |
| 3.0 | Contract Details | 6 |
| 4.0 | Items Covered | 6 |
| 4.1 | Site Details | 6 |
| 5.0 | Manufacturer End of Life support for products | 7 |
| 6.0 | SLA Management & Call Analysis | 8 |
| 6.1 | Calls Met or Missed Response SLA during reporting month | 8 |
| 6.2 | Calls Met or Missed Fix SLA during reporting month | 8 |
| 7.0 | Advanced Monitoring | 9 |
| 7.1 | Top 10 Interface by % Utilisation – Last Month | 9 |
| 7.2 | Top 10 Interfaces by Traffic – Last Month | 9 |
| 7.3 | Top 10 Errors & Discards – Last Month | 10 |
| 7.4 | Top 10 Nodes by % Memory Used – Last Month | 10 |
| 7.5 | Top 10 Wireless Clients by Traffic – Last Month | 11 |
| 7.6 | Top 10 Wireless AP's by Client Count – Last Month | 11 |
| 7.7 | Total Energy Consumption & Savings Network Wide – Last Month | 12 |
| 7.8 | Overall Historical Power Consumption | 12 |
| 7.9 | Overall EnergyWise Savings | 12 |
| 7.10 | Specific Cisco Switch Energy Consumption Analysis – Last Month | 13 |
| 7.11 | Availability – Last Month | 13 |
| 7.12 | CPU Load – Last Month | 13 |
| 7.13 | Top 10 VMware by % Memory Used | 15 |
| 7.14 | Top 10 VMware Hosts by Network Utilisation | 15 |
| 7.15 | Top 10 VMware Hosts by CPU Load | 15 |
| 7.16 | VLAN Traffic – Last Month | 16 |

| | | |
|------------|--|-----------|
| 7.17 | Application Health Overview | 16 |
| 7.18 | Application Map | 16 |
| 7.19 | Enterprise Network Map | 17 |
| 7.20 | European Network Map | 17 |
| 7.21 | European Associated Network Visio | 18 |
| 7.22 | Overall Devices Backed Up vs. Not Backup Up | 18 |
| 7.23 | Overall Baseline vs. Running Config Conflicts | 19 |
| 7.24 | Overall Configuration Changes – Last Month | 19 |
| 7.25 | Overall Running vs. Start-up Config Conflicts – Last Month | 19 |
| 7.26 | Overall Devices Inventories vs. Not Inventoried – Last Month | 20 |
| 7.27 | Top 10 DHCP Scopes by Utilisation | 20 |
| 7.28 | Top 10 Subnets by % IP Address Used | 20 |
| 7.29 | VoIP Subnets by % IP Address Used | 21 |
| 7.30 | Top 5 Subnets with Transient Addresses | 21 |
| 7.31 | Syslog Management | 21 |
| 7.32 | Event Management | 22 |
| 7.33 | Top 10 Applications – Last Month | 22 |
| 7.34 | Firewall Event Analysis – Last Month | 22 |
| 7.35 | Internet Website User Analysis – Last Month | 23 |
| 8.0 | Cost Saving Initiatives | 24 |
| 9.0 | Escalation Process | 25 |

1.0 Contact Details

1.1 Pinacl Solutions Service Desk

Service Desk +44 (0) 1745 535330

Service Desk Email pshd@pinaclsolutions.com

1.2 Customer Commercial

Contact

Email

Phone

Address

1.3 Pinacl Solutions Commercial

Contact

Email

Phone

1.4 Escalation

Service Desk +44 (0) 1745 535330

Client Services Manager +44 (0) 7768

Service Delivery Manager +44 (0) 7818

Service Delivery Director +44 (0) 7775

2.0 Pinacl Solutions Service Desk

The Pinacl Solutions Service Desk provides a single point of contact and is located at our North Wales Support Centre.

2.1 Call Reception

All calls will be made to the Pinacl Solutions Service Desk located within the North Wales Support Centre. Fault details, including the reported symptoms, the time of the call, your name, and address and telephone number are logged on the Support Centre Fault Administration System. Having logged the initial details of the problem, the system allocates a unique fault reference number, which we give you during your call. The system provides regular reports, which are distributed within Pinacl Solutions and allow the progress of the fault to be monitored and controlled by Support Services management.

2.2 Fault Reporting

All calls must be made to the Pinacl Solutions Service Desk, Customers upon signing the Support contract will be given a unique contract reference number which should be given to the Service Desk reception staff. All calls regardless of their urgency should be made through the Service Desk to ensure a response from the appropriate support personnel.

2.3 Query Reporting

All calls for advice, telephone support and to discuss problems (hardware and software) will be made to the Pinacl Solutions Service Desk. This ensures that whatever the reason for the call, it is formally received by Pinacl Solutions, its date and time is logged, it is assigned to an engineer for action and its progress is controlled by the escalation procedure.

2.4 Who should make calls for advice and to report faults?

For consistency and accuracy of all calls it is essential that any call is made by authorised members of their support staff and that a local call log is maintained. You will need to give the contract reference number to the Pinacl Solutions Service Desk. The caller also needs to state if the call is to report a fault (and a response to site is required) or that merely telephone assistance or advice is required.

Where a response to site is required the caller will be prompted for details and the "response clock" will start. When only telephone advice is required (e.g. where the site staff are investigating an incident or have a technical query and do not need Pinacl Solutions to attend), The Caller will be prompted for brief details only and the call will be passed to a Pinacl Solutions support engineer or product specialist. All fault calls are allocated a fault call reference.

3.0 Contract Details

Start Date: 01/08/2009

Finish Date: 01/08/2014

Contract Number: F0071234

4.0 Items Covered

4.1 Site Details

| | |
|--------------------|--|
| Site Address | |
| Site Contact Name | |
| Site Contact Phone | |
| Site Contact Email | |

| # | Asset ID | Make | Model | Quantity | SLA |
|----|----------|-------|------------------|----------|---------------|
| 1 | | Cisco | ASA5505 | 50 | 4 hr onsite |
| 2 | | Cisco | ASA5510-AIP10-K9 | 50 | 4 hr onsite |
| 3 | | Cisco | ASA5520 | 50 | 4 hr onsite |
| 4 | | Cisco | 1801-m (poe) | 21 | Spares onsite |
| 5 | | Cisco | 2821 | 4 | Spares onsite |
| 6 | | Cisco | 2901-k9 | 25 | Spares onsite |
| 7 | | Cisco | WS-C2940-8TT-S | 12 | Spares onsite |
| 8 | | Cisco | WS-C2950T-24 | 21 | Spares onsite |
| 9 | | Cisco | WS-C2960G-8TC-L | 23 | Spares onsite |
| 10 | | Cisco | WS-C2960G-24-EI | 23 | Spares onsite |
| 11 | | Cisco | WS-C3550-24-EMI | 13 | Spares onsite |
| 12 | | Cisco | WS-C3560-24PS-S | 40 | Spares onsite |
| 13 | | Cisco | WS-C3560-48PS-S | 53 | Spares onsite |
| 14 | | Cisco | WS-C3750G-12S-E | 11 | Spares onsite |

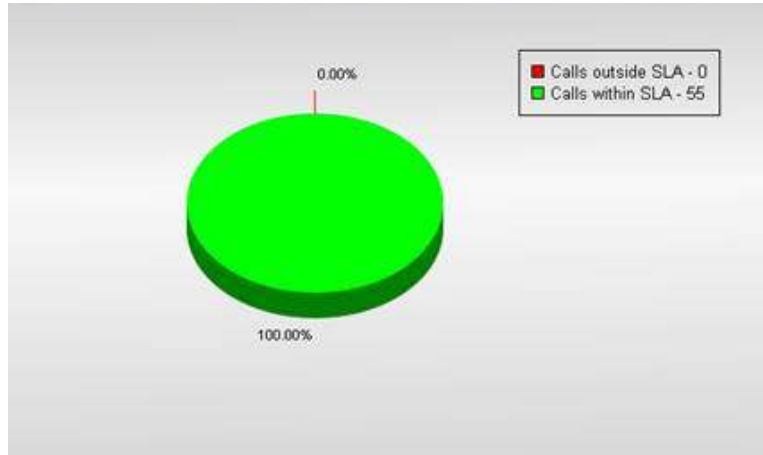
| | | | | | |
|----|--|-------|------------------|----|-------------|
| 15 | | Cisco | C3900-SPE100/K9 | 32 | 4 hr onsite |
| 16 | | Cisco | WS-C6503-E | 32 | 4 hr onsite |
| 17 | | Cisco | WS-C6504-E | 32 | 4 hr onsite |
| 18 | | Cisco | WS-SUP32-GE-3B | 32 | 4 hr onsite |
| 19 | | Cisco | WS-C6506-E | 32 | 4 hr onsite |
| 20 | | Cisco | WS-SUP32-10GE-3B | 32 | 4 hr onsite |

5.0 Manufacturer End of Life support for products

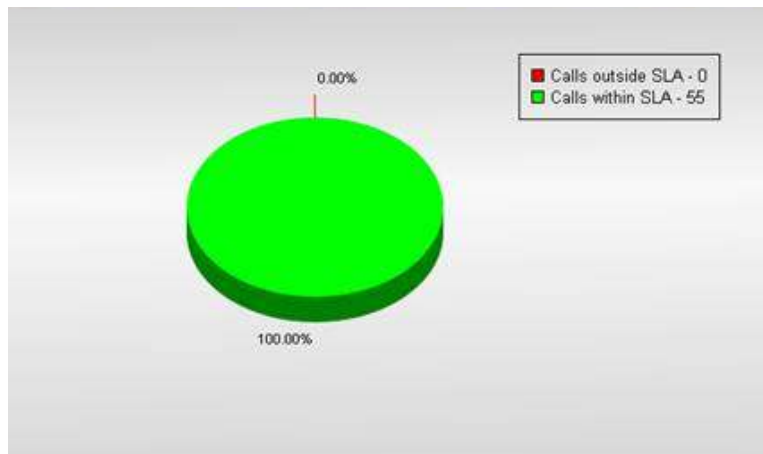
| Model | End of life announcement date | End-of-Sale Date | Last Shipment Date | End of Software Maintenance Releases Date | End of Routine Failure Analysis Date | End of Service Contract Renewal Date | Last Date of Support |
|--------------------|-------------------------------|--------------------------------|-----------------------------|---|--------------------------------------|--------------------------------------|--------------------------------|
| ASA5505 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| ASA5510-AIP10-K9 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| ASA5520 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Cisco-1801-m (poe) | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Cisco2821 | 15 th March 2008 | 15 th April 2008 | 15 th May 2008 | n/a | 15 th August 2009 | 15 th April 2010 | 15 th April 2011 |
| Cisco2901-k9 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| WS-C2940-8TT-S | 5 th January 2009 | 5 th January 2010 | 5 th April 2010 | 5 th January 2011 | 5 th January 2011 | 5 th April 2014 | 4 th January 2015 |
| WS-C2950T-24 | 17 th April 2006 | 31 st December 2006 | 1 st April 2007 | 31 st December 2007 | 31 st December 2007 | 31 st March 2011 | 30 th December 2011 |
| WS-C2960G-8TC-L | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| WS-C2960G-24-EI | 17 th April 2006 | 31 st December 2006 | 1 st April 2007 | 31 st December 2007 | 31 st December 2007 | 31 st March 2011 | 30 th December 2011 |
| WS-C3550-24-EMI | 11 th May 2005 | 2 nd May 2006 | 2 nd August 2006 | 2 nd May 2007 | 2 nd May 2007 | 2 nd February 2011 | 2 nd May 2011 |
| WS-C3560-24PS-S | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| WS-C3560-48PS-S | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| WS-C3750G-12S-E | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| C3900-SPE100/K9 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| WS-C6503-E | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| WS-C6504-E | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| WS-SUP32-GE-3B | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| WS-C6506-E | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| WS-SUP32-10GE-3B | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| WS-C6509-E | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| WS-SUP720-3B | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| WS-C6513 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| VS-S720-10G | n/a | n/a | n/a | n/a | n/a | n/a | n/a |

6.0 SLA Management & Call Analysis

6.1 Calls Met or Missed Response SLA during reporting period



6.2 Calls Met or Missed Fix SLA during reporting period



7.0 Advanced Monitoring

7.1 Top 10 Interfaces by % Utilization – Last Month

| NODE | INTERFACE | RECEIVE | TRANSMIT |
|----------------------|---|---------|----------|
| Steelhead 1020 APAC | Ian0_0 (NetFlow) | 5 % | 20 % |
| Summit24 | Port 1/1 - RMON Port 1 on Unit 1 | 3 % | 21 % |
| lab-esx-01 | lo | 10 % | 10 % |
| Phx-Nexus 1000V | Vethernet4 | 6 % | 5 % |
| Austin | Serial1/0 - "Collegamento verso FastWeb" | 2 % | 8 % |
| Phx-Nexus 1000V | Vethernet3 | 5 % | 4 % |
| SE-Nortel5520 | Nortel Ethernet Routing Switch 5520-48T-PWR Module - Port 33 - ifc33 (Slot: 1 Port: 33) | 6 % | 3 % |
| Video Guest | Intel(R) PRO/100 S Desktop Adapter | 0 % | 9 % |
| NASESQL | Broadcom NetXtreme 57xx Gigabit Controller | 2 % | 5 % |
| eocomm1.xtracorp.com | Broadcom NetXtreme 57xx Gigabit Controller | 1 % | 5 % |

Node 'Summit24 Port 1/1 – RMON Port 1 on Unit 1' is transmitting at 21% utilization. This will continue to be monitored over the coming months as this is a new device to see if the trend increases.

7.2 Top 10 Interfaces by Traffic – Last Month

| NODE | INTERFACE | RECEIVE | TRANSMIT |
|----------------------|---|-----------|-----------|
| Summit24 | Port 1/1 - RMON Port 1 on Unit 1 | 3.62 Mbps | 22 Mbps |
| Steelhead 1020 APAC | Ian0_0 (NetFlow) | 5.12 Mbps | 20 Mbps |
| EMEA Juniper 3200 | WAN Link (J-Flow) | 13 Mbps | 4.97 Mbps |
| SE-Nortel5520 | Nortel Ethernet Routing Switch 5520-48T-PWR Module - Port 44 - ifc44 (Slot: 1 Port: 44) | 3.62 Mbps | 6.66 Mbps |
| SE-Nortel5520 | Nortel Ethernet Routing Switch 5520-48T-PWR Module - Port 39 - ifc39 (Slot: 1 Port: 39) | 2.69 Mbps | 7.2 Mbps |
| Video Guest | Intel(R) PRO/100 S Desktop Adapter | 163 Kbps | 10 Mbps |
| SE-Nortel5520 | Nortel Ethernet Routing Switch 5520-48T-PWR Module - Port 33 - ifc33 (Slot: 1 Port: 33) | 6.19 Mbps | 3.01 Mbps |
| NASESQL | Broadcom NetXtreme 57xx Gigabit Controller | 2.65 Mbps | 5.69 Mbps |
| Cai-Vm-02 | vmnic0 | 6.1 Mbps | 1.88 Mbps |
| eocomm1.xtracorp.com | Broadcom NetXtreme 57xx Gigabit Controller | 1.69 Mbps | 5.39 Mbps |

Node 'Summit24 Port 1/1 – RMON Port 1 on Unit 1' is transmitting 22 Mbps, which considering the % utilization needs investigating as limited users are connected to this device.

7.3 Top 10 Errors & Discards – Last Month

| NODE | INTERFACE | RECEIVE ERRORS | RECEIVE DISCARDS | TRANSMIT ERRORS | TRANSMIT DISCARDS |
|---------------------|-----------------------|----------------|--------------------|-----------------|-------------------|
| Phx-Nexus 1000V | port-channel1 | 0 errors | 1,244,402 discards | 0 errors | 0 discards |
| Phx-Nexus 1000V | port-channel2 | 0 errors | 1,244,400 discards | 0 errors | 0 discards |
| Phx-Nexus 1000V | Ethernet3/1 | 0 errors | 622,199 discards | 0 errors | 0 discards |
| Phx-Nexus 1000V | Ethernet4/1 | 0 errors | 622,182 discards | 0 errors | 0 discards |
| Phx-Nexus 1000V | Ethernet4/2 | 0 errors | 622,182 discards | 0 errors | 0 discards |
| Bos-Colubris-map320 | wlan0 - Wireless port | 596,354 errors | 0 discards | 0 errors | 0 discards |
| BosHP320 | wlan0 - Wireless port | 596,354 errors | 0 discards | 0 errors | 0 discards |
| SalesAP | wlan0 - Wireless port | 596,354 errors | 0 discards | 0 errors | 0 discards |
| LAB_ONSTOR2660 | fp1.0 | 0 errors | 89,332 discards | 0 errors | 0 discards |
| St.P-6509 | sc0 | 0 errors | 60,169 discards | 0 errors | 0 discards |

Node 'Phx-Nexus 1000v' on ports 1,2 and Ethernet 3/1, 4/1 and 4/2 are accumulating large receive discards.

Our NOC Engineers have investigated this issue and found it to be an issue with physical cabling. This has now been resolved. This issue was resolved before it affected any end users.











Next month this node is expected to be out of the Top 10 Errors & Discards report.

7.4 Top 10 Nodes by % Memory Used – Last Month

| NODE | MEMORY USED |
|------------------------|-------------|
| RJenkins01 | 96 % |
| ABABU02 | 95 % |
| NASESQL | 94 % |
| tex-lamp | 94 % |
| VM-Test | 94 % |
| TUL-SQLSRV-01 | 92 % |
| 10.199.15.104 | 91 % |
| LAB-CLUSTER-01.lab.tex | 91 % |
| Tok-Exchange2 | 90 % |
| SW-ADMIN | 90 % |

The planned software upgrade of all edge equipment nodes will now need a time variance applied as node 'RJenkins01' is running at 96% memory and the new IOS software needs a minimum of 20% free. Therefore the Pinacl NOC Engineers have attached a quote for more memory for this device.

7.5 Top 10 Wireless Clients by Traffic – Last Month

| IP ADDRESS | SSID | CONNECTED | DATA RATE | TRANSMIT | RECEIVE |
|--|------|---------------------|-----------|------------|-----------|
|  10.199.21.88 | lab | 31/07/2011 22:40:00 | 54 Mbps | 242.9 kbps | 24.6 kbps |
|  10.199.21.51 | lab | 31/07/2011 23:40:00 | 54 Mbps | 244.3 kbps | 7.7 kbps |
|  10.199.21.84 | lab | 31/07/2011 23:25:00 | 48 Mbps | 213.1 kbps | 24.4 kbps |
|  10.199.21.78 | lab | 31/07/2011 23:25:00 | 11 Mbps | 195.4 kbps | 29.9 kbps |
|  10.199.21.23 | lab | 31/07/2011 21:40:00 | 54 Mbps | 180.9 kbps | 8.2 kbps |
|  10.199.21.22 | lab | 31/07/2011 23:05:00 | 11 Mbps | 154.0 kbps | 14.4 kbps |
|  10.199.21.86 | lab | 31/07/2011 22:00:00 | 48 Mbps | 156.9 kbps | 11.0 kbps |
|  10.199.21.1 | lab | 31/07/2011 22:10:00 | 48 Mbps | 117.9 kbps | 31.7 kbps |
|  10.199.21.20 | lab | 31/07/2011 23:00:00 | 48 Mbps | 124.3 kbps | 24.4 kbps |
|  10.199.21.29 | lab | 31/07/2011 22:35:00 | 54 Mbps | 144.0 kbps | 612.4 bps |

IP Address 10.199.21.88 has been investigated by our NOC Engineers who report this particular user has been downloading illegal software. The user details are attached for your viewing.

7.6 Top 10 Wireless AP's by Client Count – Last Month

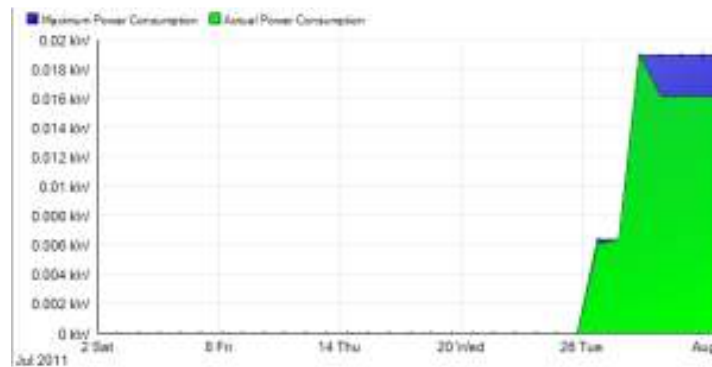
| AP NAME | IP ADDRESS | CLIENTS COUNT |
|--|---------------|---------------|
|  Cisco1200AP | 10.199.20.10 | 8 |
|  MeruTC1.2 | 10.199.20.201 | 6 |
|  CiaAP1130a-Guest | 10.199.20.144 | 5 |
|  MeruTC2.2 | 10.199.20.212 | 5 |
|  AustinAP1130.3 | 10.199.20.123 | 3 |
|  Cisco1130-1-Cia | 10.199.20.141 | 3 |
|  MeruTC2.1 | 10.199.20.211 | 3 |
|  SalesAP | 10.199.20.11 | 3 |
|  BRAruba200-West | 10.199.20.182 | 2 |
|  CiaAP1130a-Lab | 10.199.20.145 | 2 |

Cisco 1200 AP was the most used AP last month and the last 4 months before that. Therefore the NOC Engineers have tasked the Pinacl Design Consultants to contact your IT manager to discuss moving this solution forward.

7.7 Total Energy Consumption & Savings Network-Wide – Last Month

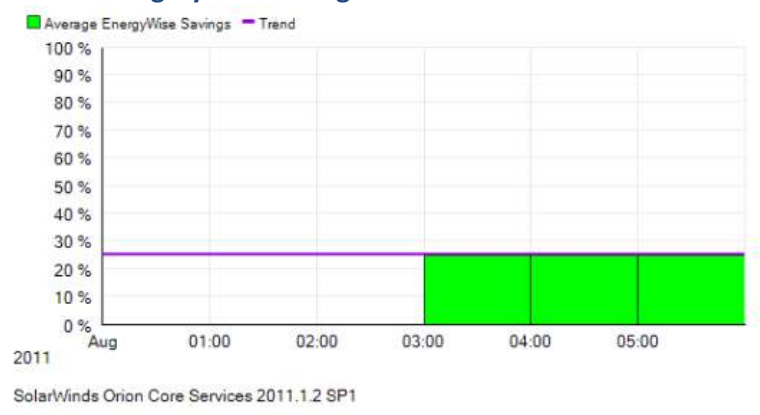
| Date | Average Energy Usage | Maximum Energy Usage | Average Energy Savings |
|------------|----------------------|----------------------|------------------------|
| 26/07/2011 | 6.2 W | 6.3 W | 0.80 % |
| 27/07/2011 | 6.3 W | 6.3 W | 0.00 % |
| 28/07/2011 | 18.9 W | 18.9 W | 0.00 % |
| 29/07/2011 | 16.1 W | 18.9 W | 14.93 % |
| 30/07/2011 | 16.1 W | 18.9 W | 14.93 % |
| 31/07/2011 | 16.1 W | 18.9 W | 14.93 % |
| 01/08/2011 | 6.3 W | 6.3 W | 0.00 % |

7.8 Overall Historical Power Consumption



As the graph above indicates since our NOC Engineers have configured Power Management on your network devices there has been a drop in over all power consumption.

7.9 Overall EngeryWise Savings



As the graph above indicates since our NOC Engineers have configured Power Management on your network devices your organisation has saved 25% on power consumption which is a vast cost saving!

7.10 Specific Cisco Switch Energy Consumption Analysis – Last Month

| Caption | Entity Name | Role | Interface Status | Current EVV Energy Level | Energy/W/Use Events Count |
|-------------------------------|----------------|------------|------------------|--------------------------|---------------------------|
| EVV-3750A | | | | | |
| FastEthernet1/0/1 - Fa1/0/1 | Fa1.0.1 | Interface | Down | Full | 0 |
| FastEthernet1/0/2 - Fa1/0/2 | Fa1.0.2 | Interface | Down | Full | 0 |
| FastEthernet1/0/3 - Fa1/0/3 | Fa1.0.3 | Interface | Unplugged | Full | 0 |
| FastEthernet1/0/4 - Fa1/0/4 | Fa1.0.4 | Interface | Unplugged | Full | 0 |
| FastEthernet1/0/5 - Fa1/0/5 | Fa1.0.5 | Interface | Unplugged | Full | 0 |
| FastEthernet1/0/6 - Fa1/0/6 | Fa1.0.6 | Interface | Unplugged | Full | 0 |
| FastEthernet1/0/7 - Fa1/0/7 | Fa1.0.7 | Interface | Unplugged | Full | 0 |
| FastEthernet1/0/8 - Fa1/0/8 | Fa1.0.8 | Interface | Unplugged | Full | 0 |
| FastEthernet1/0/9 - Fa1/0/9 | Fa1.0.9 | Interface | Unplugged | Full | 0 |
| FastEthernet1/0/10 - Fa1/0/10 | Fa1.0.10 | Interface | Down | Full | 0 |
| FastEthernet1/0/11 - Fa1/0/11 | Fa1.0.11 | Interface | Down | Full | 0 |
| FastEthernet1/0/12 - Fa1/0/12 | Fa1.0.12 | Interface | Down | Full | 0 |
| FastEthernet1/0/13 - Fa1/0/13 | Fa1.0.13 | Interface | Down | Full | 0 |
| FastEthernet1/0/14 - Fa1/0/14 | Fa1.0.14 | Interface | Down | Full | 0 |
| FastEthernet1/0/15 - Fa1/0/15 | Fa1.0.15 | Interface | Down | Full | 0 |
| FastEthernet1/0/16 - Fa1/0/16 | Fa1.0.16 | Interface | Down | Full | 0 |
| FastEthernet1/0/17 - Fa1/0/17 | Fa1.0.17 | Interface | Down | Full | 0 |
| FastEthernet1/0/18 - Fa1/0/18 | Fa1.0.18 | Interface | Down | Full | 0 |
| FastEthernet1/0/19 - Fa1/0/19 | Fa1.0.19 | Interface | Down | Full | 0 |
| FastEthernet1/0/20 - Fa1/0/20 | Fa1.0.20 | Interface | Down | Full | 0 |
| FastEthernet1/0/21 - Fa1/0/21 | Fa1.0.21 | Interface | Down | Full | 0 |
| FastEthernet1/0/22 - Fa1/0/22 | Fa1.0.22 | Interface | Down | Full | 0 |
| FastEthernet1/0/23 - Fa1/0/23 | Fa1.0.23 | Interface | Down | Full | 0 |
| FastEthernet1/0/24 - Fa1/0/24 | Fa1.0.24 | Interface | Up | Full | 0 |
| EVV-3750B | | | | | |
| FastEthernet1/0/1 - Fa1/0/1 | Fa1.0.1 | tebuh | Up | Medium | 4 |
| FastEthernet1/0/2 - Fa1/0/2 | test_for_chris | Interface | Down | Reduced | 3 |
| FastEthernet1/0/3 - Fa1/0/3 | Interface_EW | Interface3 | Unplugged | High | 2 |
| FastEthernet1/0/4 - Fa1/0/4 | EW_Interface | Interface | Unplugged | Shut | 5 |
| FastEthernet1/0/5 - Fa1/0/5 | InterfaceEW | Int_EW | Unplugged | Reduced | 6 |
| FastEthernet1/0/6 - Fa1/0/6 | Printer | Interface | Unplugged | Full | 3 |
| FastEthernet1/0/7 - Fa1/0/7 | Printer | Interface | Unplugged | Shut | 4 |
| FastEthernet1/0/8 - Fa1/0/8 | Printer | Interface | Unplugged | Shut | 4 |
| FastEthernet1/0/9 - Fa1/0/9 | Printer | Interface | Unplugged | Shut | 4 |
| FastEthernet1/0/10 - Fa1/0/10 | Printer | Interface | Unplugged | Shut | 4 |
| FastEthernet1/0/11 - Fa1/0/11 | Printer | Interface | Unplugged | Shut | 3 |
| FastEthernet1/0/12 - Fa1/0/12 | Printer | Interface | Unplugged | Shut | 3 |
| FastEthernet1/0/13 - Fa1/0/13 | test_for_chris | Interface | Down | Shut | 3 |
| FastEthernet1/0/14 - Fa1/0/14 | test_for_chris | Interface | Down | Shut | 3 |
| FastEthernet1/0/15 - Fa1/0/15 | test_for_chris | Interface | Down | Shut | 2 |
| FastEthernet1/0/16 - Fa1/0/16 | test_for_chris | Interface | Down | Reduced | 2 |
| FastEthernet1/0/17 - Fa1/0/17 | IP | Phone | Up | Full | 3 |
| FastEthernet1/0/18 - Fa1/0/18 | test_for_chris | Interface | Down | Reduced | 2 |
| FastEthernet1/0/19 - Fa1/0/19 | test_for_chris | Interface | Down | Reduced | 2 |
| FastEthernet1/0/20 - Fa1/0/20 | test_for_chris | Interface | Down | Reduced | 2 |
| FastEthernet1/0/21 - Fa1/0/21 | test_for_chris | Interface | Down | Reduced | 2 |
| FastEthernet1/0/22 - Fa1/0/22 | test_for_chris | Interface | Down | Reduced | 2 |
| FastEthernet1/0/23 - Fa1/0/23 | IP | Phone | Up | Shut | 2 |
| FastEthernet1/0/24 - Fa1/0/24 | IP | Phone | Up | Shut | 2 |

7.11 Availability – Last Month

| Node | IP Address | Average Availability |
|------------------|----------------|----------------------|
| July 2011 | | |
| ***Guardian*** | 64.207.243.254 | 100.00 % |
| 2501 | 10.199.1.8 | 87.54 % |
| 2505 | 10.199.1.20 | 99.97 % |
| 2610XM | 10.199.1.3 | 98.46 % |
| APC 2200 | 1.3.4.7 | 100.00 % |
| APC 3000 | 1.3.4.8 | 100.00 % |
| Aruba-MS200-West | 10.199.42.22 | 99.99 % |
| Aus-Cisco2106 | 10.199.20.2 | 95.74 % |
| Aus-Cisco2106 | 10.199.20.2 | 95.74 % |
| AUS-PUB-01 | 1.11.3.5 | 100.00 % |
| AUS-SUB-01 | 1.11.3.6 | 100.00 % |

All Availability SLA's were met last month.

7.12 CPU Load – Last Month

| Node | Vendor | Average CPU Load | Peak CPU Load |
|-----------------------------|--------|------------------|---------------|
| July 2011 | | | |
| 2501 | | 5 % | 23 % |
| 2610XM | | 4 % | 95 % |
| Aus-Cisco2106 | | 0 % | 0 % |
| Aus-Cisco2106 | | 0 % | 0 % |
| AUS-PUB-01 | | 2 % | 20 % |
| AUS-SUB-01 | | 1 % | 11 % |
| Austin | | 0 % | 4 % |
| backdoor_6506 | | 0 % | 1 % |
| Bas-1200AP | | 2 % | 2 % |
| Bas-2621.aus.lab | | 9 % | 14 % |
| Bas-2926 | | 0 % | 0 % |
| buildmeister.solarwinds.com | | 1 % | 48 % |
| Cai-2106 | | 0 % | 0 % |
| Cai-2106 | | 0 % | 0 % |
| Cat3560.tul.solarwinds.net | | 5 % | 17 % |
| Cirus-test03 | | 51 % | 52 % |
| Cisco1200AP | | 0 % | 1 % |
| Cisco-2106-East | | 0 % | 0 % |
| Cisco-2106-West | | 0 % | 0 % |
| Comet 23 | | 9 % | 96 % |
| Core Router | | 0 % | 24 % |
| Core-3640 | | 1 % | 3 % |
| CORP-WEB | | 6 % | 99 % |
| Cur-3500 | | 62 % | 96 % |

Cur-3500 Cisco Switch has had an average CPU Load of 62% and a Peak CPU Load of 96%. This Switch will need to be built into your new IT budget for replacement.

7.13 TOP 10 VMware by % Memory Used

| VMWARE HOST | MEMORY USED |
|---------------|---------------|
| cai-vm-01 | 59842 MB 91 % |
| lab-esx-04 | 6985 MB 43 % |
| lab-esx-01 | 2868 MB 35 % |
| 10.199.1.202 | 2868 MB 35 % |
| lab-esx-03 | 3959 MB 24 % |
| lab-esx-02 | 1422 MB 17 % |
| lab-esx-08 | 1122 MB 7 % |
| 10.199.15.108 | 0 MB 0 % |
| 10.199.15.112 | 0 MB 0 % |

VMware Host 'cai-vm-01' has 91% memory utilisation meaning services running over this VM Environment will be suffering in terms of performance. Our NOC Engineers recommend you upgrade this system.

7.14 TOP 10 VMware Hosts by Network Utilisation

| VMWARE HOST | RECEIVE | TRANSMIT | TOTAL | UTILIZATION |
|---------------|-----------|-----------|-----------|-------------|
| cai-vm-01 | 6.04 Mbps | 2.11 Mbps | 8.15 Mbps | 0 % |
| lab-esx-08 | N/A | N/A | 0.29 Mbps | 0 % |
| lab-esx-03 | 0.43 Mbps | 0.12 Mbps | 0.55 Mbps | 0 % |
| lab-esx-04 | 0.29 Mbps | 0.21 Mbps | 0.50 Mbps | 0 % |
| lab-esx-02 | N/A | N/A | 0.37 Mbps | 0 % |
| lab-esx-01 | N/A | N/A | N/A | 0 % |
| 10.199.15.108 | N/A | N/A | N/A | 0 % |
| 10.199.15.112 | N/A | N/A | N/A | 0 % |
| 10.199.1.202 | N/A | N/A | N/A | 0 % |

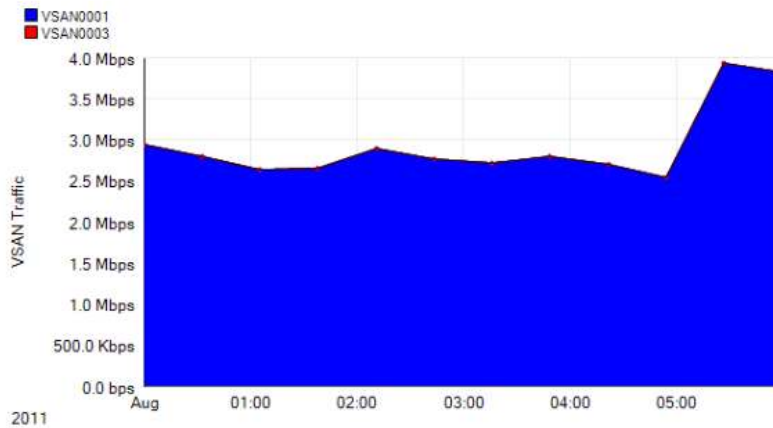
Our NOC Engineering team confirm the network utilization of the VM Hosts are in good shape.

7.15 TOP 10 VMware Hosts by CPU Load

| VMWARE HOST | CPU LOAD |
|---------------|----------|
| lab-esx-01 | 30 % |
| 10.199.1.202 | 29 % |
| cai-vm-01 | 23 % |
| lab-esx-08 | 13 % |
| lab-esx-02 | 11 % |
| lab-esx-03 | 9 % |
| lab-esx-04 | 6 % |
| 10.199.15.108 | 0 % |
| 10.199.15.112 | 0 % |

Our NOC Engineering team confirm the CPU Load of the VM Hosts are in good shape.

7.16 VLAN Traffic – Last Month



Our NOC Engineering team confirm the VLAN Traffic for last month is in good shape.

7.17 Application Health Overview – Last Month



As the graph above indicates there are some issues with Applications being down. Our NOC Engineers have looked into this and it applies to the Exchange 2007 service and Exchange 2003 backup service. These are both down due to the migration work that took place last month as these devices are now no longer used.

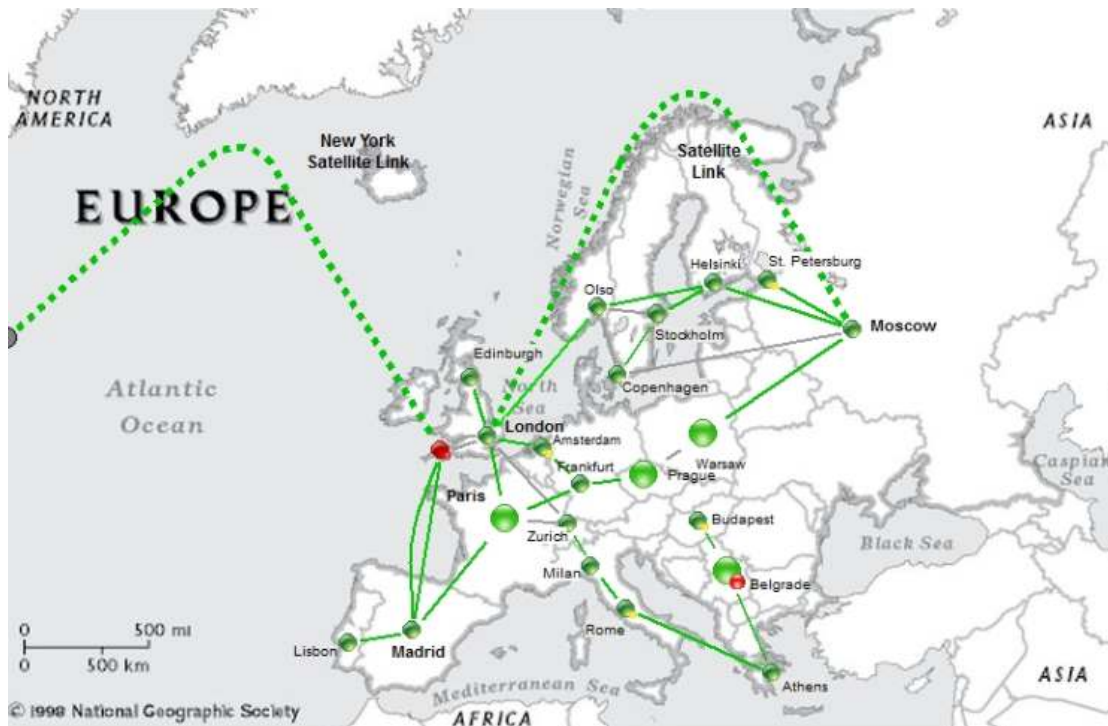
7.18 Application Map



7.19 Enterprise Network Map

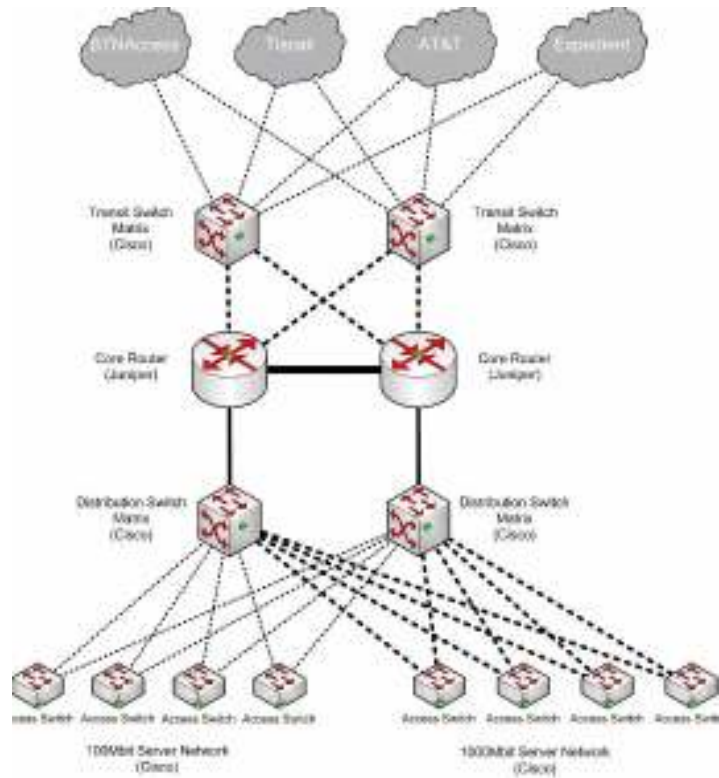


7.20 European Network Map

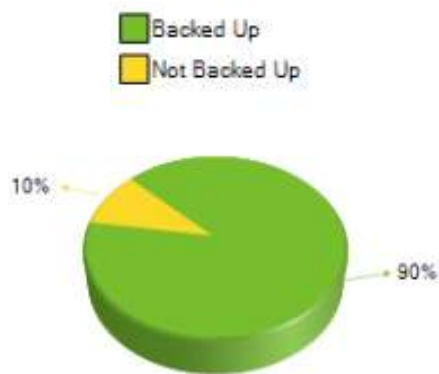


The NOC Engineers have installed a resilient link at Belgrade, this is not yet live. As soon as it is, the link will indicate green. Same applies for Portsmouth.

7.21 European Associated Network Visio

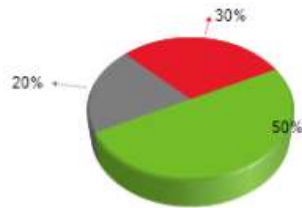
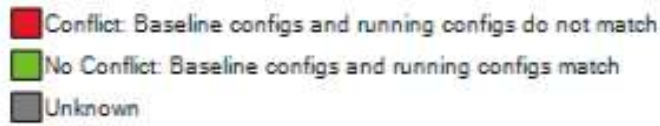


7.22 Overall Devices Backed Up vs. Not Backed Up



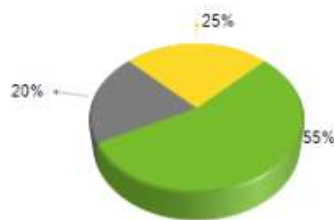
The NOC Engineers confirmed that 90 % of all devices are backed up. The 10% remaining is part of the new network that hasn't gone live as yet.

7.23 Overall Baseline vs. Running Config Conflicts



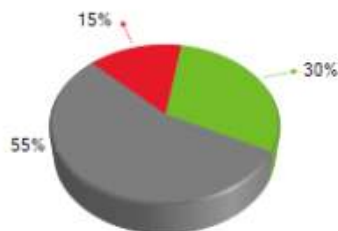
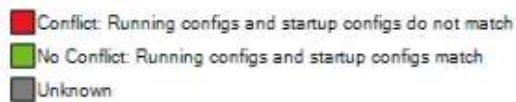
The NOC Engineers have logged separate calls for each device which amount to the 30% of conflict between baseline and running configurations.

7.24 Overall Configuration Changes – Last Month



The NOC Engineers confirmed all changes have taken place in line with ITIL Change control.

7.25 Overall Running vs. Start up Config Conflicts – Last Month



The NOC Engineers have logged separate calls for each device which amount to the 15% of conflict between running and startup configurations.

7.26 Overall Devices Inventories vs. Not Inventoried – Last Month



We can confirm all devices are part of the inventory.

7.27 TOP 10 DHCP Scopes by Utilization

| SCOPE NAME | % IP SPACE USED | IPS AVAILABLE | IPS USED |
|---------------|-----------------|---------------|----------|
| Tokyo-host | 17.50% | 33 | 7 |
| Tokyo-dev | 0.79% | 128 | 1 |
| NY 6th | 0.00% | 258 | 255 |
| NY 7th | 0.00% | 258 | 140 |
| CorpWireless1 | 0.00% | 254 | 0 |
| GuestWireless | 0.00% | 254 | 0 |

7.28 TOP 10 Subnets by % IP Address Used

| SUBNET NAME | % IP SPACE USED | IPS AVAILABLE | IPS USED |
|--------------|-----------------|---------------|----------|
| 192.168.0.0 | 100.00% | 0 | 251 |
| 10.199.1.0 | 71.88% | 72 | 94 |
| 192.168.20.0 | 59.38% | 104 | 151 |
| 80.0.0.0 | 54.30% | 117 | 135 |
| 192.168.10.0 | 48.05% | 133 | 119 |
| 10.199.6.0 | 43.75% | 144 | 99 |
| 10.199.120.0 | 34.77% | 167 | 63 |
| 10.199.16.0 | 30.08% | 179 | 58 |
| 10.199.3.0 | 23.05% | 197 | 57 |
| 10.199.2.0 | 17.58% | 211 | 35 |

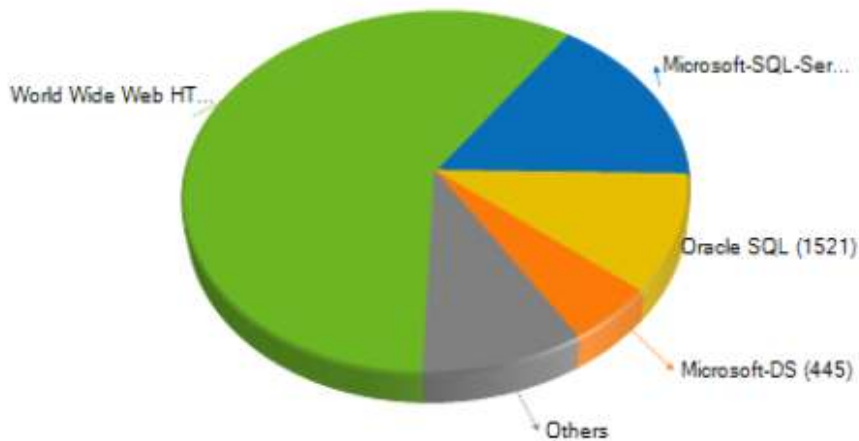
As the graph above indicates our NOC Engineers have highlighted that Subnet 192.168.0.0 has no more IP addresses available. This needs highlighting as there is no room for growth within this subnet.

7.32 Event Management

| | | | |
|--------------------------|------------------|--|--|
| <input type="checkbox"/> | 03/08/2011 03:03 | | Group Down Applications gained 2 members |
| <input type="checkbox"/> | 03/08/2011 03:03 | | Group Down Applications gained 2 members |

As the event management output above indicates our NOC Engineers have correlated the issue highlighted in 7.17 with exchange application events.

7.33 TOP 10 Applications – Last Month

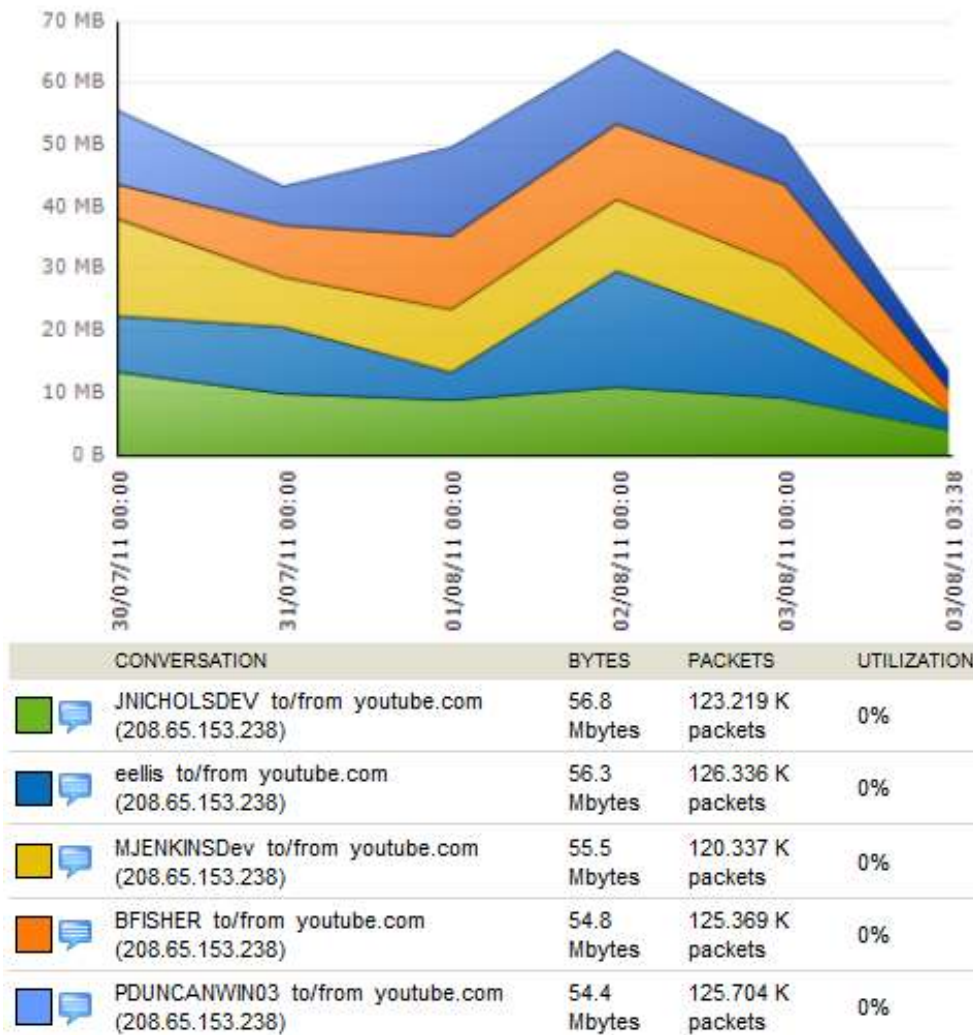


7.34 Firewall Event Analysis – Last Month

| | | |
|------------------|--|---|
| 13/07/2011 15:10 | | NetFlow Receiver Service [SYS-DEMO] Stopped |
| 13/07/2011 14:58 | | NetFlow Receiver Service [SYS-DEMO] started - listening on port(s) [2055] |
| 12/07/2011 13:43 | | NetFlow Receiver Service [SYS-DEMO] Stopped |
| 12/07/2011 13:42 | | NetFlow Receiver Service [SYS-DEMO] started - listening on port(s) [2055] |
| 01/05/2011 08:23 | | Flow Correlation Service [WSERVER10] Started |
| 18/04/2011 16:47 | | Flow Correlation Service [WSERVER10] Started |

As the Firewall Event Analysis from last month indicates there was an issue with Net Flow Receiver Service (SYS-DEMO) in that it had stopped. Before any impact was felt on any end users our NOC Engineering team resolved the issue.

7.35 Internet Website User Analysis – Last Month



As the Internet Analysis from last month indicates users, 'JNICHOLSDEV'; 'EELLIS'; 'MJENKINSONDev'; 'BFISHER' and 'PDUNCANWIN03' where high internet users. Our NOC Engineers have logged calls for each instance and past the information onto each respective user line manager for further analysis.

8.0 Cost Saving Initiatives

Pinacl Plus can propose Initiatives for cost saving which can include:

- Power Consumption Management
- Engineering Resource for Holiday Cover
- PSTN management Total Cost of Ownership
- ISDN management Total Cost of Ownership
- MPLS management Total Cost of Ownership
- Network Management Total Cost of Ownership

9.0 Escalation Process

