



# Multiven Global Services Features

## SERVICE PRODUCT MATRIX

>> [CONTACT US](#)

Service Features	NMS-PLus	NMS-Onsite	NMS	NMS-Lite	Consulting	CAM	EAS
Designated MITAC Expert Engineer	✓						
Designated Operational Support	✓						
Weekly/Month/Quarterly Operational Reviews	✓						
Multivendor Internetwork TAC (MITAC) Access	✓	✓	✓	✓			
24x7 Direct-to-Expert™ Technical Support	✓	✓	✓	✓			
Operating System Software Support	✓	✓	✓	✓			
Advance Replacement of Hardware	✓	✓	✓				
Onsite Hardware Replacement		✓					
Industry-Leading SLAs	✓	✓	✓	✓			
Online Case Management	✓	✓	✓	✓			
Access to Multivendor Knowledge-Base	✓	✓	✓	✓		✓	
Access to Reports	✓	✓	✓	✓		✓	
Knowledge Transfer and Mentoring	✓	✓	✓	✓		✓	
Designated Lead Expert Consulting Engineer							✓
Designated Consulting Engineering Team							✓
Network Health Assessment							✓
Network Security Assessment							✓
Network Performance Tuning and Optimization							✓



# Multiven Global Services Features

## SERVICE PRODUCT MATRIX

(continued)

Service Features (continued)	NMS-PLus	NMS-Onsite	NMS	NMS-Lite	Consulting	CAM	EAS
Network-Level Focused Engineering Support					✓		
Penetration Testing and Social Engineering					✓		
Operating Systems Software Recommendations					✓		
Network Planning Optimization					✓		
Network Design Optimization					✓		
Network Implementation Optimization					✓		
Network Operation Optimization					✓		
IPv6 Readiness and Migration					✓		
IT Asset Management							✓
IT Asset Documentation							✓
IT Asset Export & Reports							✓
IT Asset Search							✓
Intelligent World Map Mashup							✓
Round-the-clock designated technology leader							✓
Confidential executive counseling							✓
Strategic technology roadmap guidance							✓

Find out how Digital Dimension can **SAVE 35% - 60%** on your annual maintenance costs. Find out more about Multiven services today!  
**(866) 316 – 7550** >> [CONTACT US](#)

The information contained herein is a general representation of multiVen features and services. Products and service features subject to upgrades, enhancements and/or change, please refer to multiven website for the most accurate and current service offerings.