

Proactive Monitoring

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Minimize the mean time to restore your connection.

A cut fiber line, a flipped power switch, an equipment failure – these are just a few examples of what can cause an unexpected disruption in your Internet connection.

Fusion Connect Proactive Monitoring service constantly checks the status of your Internet connection—24/7/365. If we detect an issue, we will automatically contact you via email, create a trouble ticket, and quickly work to resolve the issue and minimize your network downtime. Using our self-service portal, you can stay in control of notification schedules and more.

Stay in the Know

Find out immediately when there is a disruption of your Internet access circuit, even if you are not in the office.

Fusion Connect will send a notification to the email address you specify. We can even send notifications to multiple email addresses, so your delegates or direct reports stay informed as well.

Service Restored, Sooner

Fusion Connect Proactive Monitoring service constantly checks the status of a Fusion Connect-provided circuit with a static public IP address—24/7/365. The moment an issue arises, the service automatically creates a trouble ticket for Fusion Connect Support. This minimizes downtime because we can immediately begin resolving the issue and restore your service quickly.

Stay in Control

There may be times when you don't want to receive notifications. For example, if you run your point-of-sale transactions or other batch processing during a particular time period, our monitoring service may not be able to reach your router because of high levels of activity on your network.

You can set a schedule for receiving notifications so you don't receive false positive notifications. Simply log into the Customer Portal, or call our support team any time.

Availability

Fusion Connect Proactive Monitoring is included at no additional cost with the purchase of selected broadband circuits.

Proactive Monitoring is available for other Fusion Connect Business Internet services.



THE FUSION CONNECT ADVANTAGE

ENABLING THE CONNECTED ENTERPRISE

Optimize your business communications, costs, and continued collaboration from any place or device, with crystal-clear quality. Securely connect your business locations and remote workers.

LEADING-EDGE TECHNOLOGY

Fusion Connect's optimized platforms leverage leading technologies, meaning seamless integration of solutions across your virtual and fixed technology platforms.

DEDICATED SUPPORT TEAM

Our expert tech support is available 24/7 to keep your business online and available regardless of the situation.

Visit www.fusionconnect.com to learn more.

Or, contact a Fusion Connect Business Consultant today at **888-301-1721**.

