TENFOUR IT INFRASTRUCTURE UTILITY SERVICE
BEACON EMBEDDED SERVICE BRIEF

Beacon is TenFour's embedded service upon which our integrated management solutions are built. It verifies that the IT infrastructure is functioning at the highest possible level based on defined performance metrics.

GREATER VISIBILITY

Beacon provides deep visibility into the infrastructure including logical connections, inventory of infrastructure elements and their components, network map including connections and performance metrics. We share that visibility with you so you have greater control.

CROSS PLATFORM PERSPECTIVE FOR A BETTER END-USER EXPERIENCE

Beacon monitors services across all platforms—Wide Area Network (WAN), Local Area Network (LAN), Unified Communications and Collaboration (UCC), Data Center (DC), Network Security (NetSec) and Physical Infrastructure (PI). This visibility enables us to detect issues that can affect user experience before they are a problem. If an incident occurs, this holistic view and ownership results in faster triage and resolution with no finger pointing.

MAINTAIN CONSTANT VIGILANCE FOR CHANGE

Change happens. We get it. That's why we do continuous topology mapping and inventory verification to ensure we're monitoring your critical infrastructure.

REDUCE NOISE AND FOCUS ON WHAT'S CRITICAL

Advanced alerting features including automatic alerting, pre-configured device priorities, and basic root cause analysis free you from all the noise associated with standard Managed Services.

DO NO HARM

We've designed our Network Observation System to fortify your security posture. It sits within your security perimeter and does not require unnecessary in-bound security holes to be configured. TenFour is both a better delivery model for rapid new deployment and also a better security model for infrastructure management because it diminishes your surface attack area.

Beacon delivers network Discovery, Monitoring, Alerting and Reporting on each infrastructure element covered by the service.

Discovery: Discovery is the starting point—it is an automated process that gathers information on IT infrastructure connectivity and device availability. In addition to initializing the device database, it also identifies new infrastructure devices and changes that can impact the overall health of your IT environment. Discovery is only performed from TenFour's Network Observation System, located within your private domain, which maintains the integrity of your security perimeter.

Monitoring: With monitoring, we watch device availability and performance. If we detect deviations from Reference Architecture-defined baselines, the Network Observation System generates alerts. Beacon Monitoring also delivers 3D Device View to track who touches devices and what changes they implemented.

Alerting: Initial Beacon alerting uses event priorities based on device type and criticality as agreed upon with you. Alerts trigger a ticket created in Gearsmith and automatically send notification to you and/or any third-party designee depending on severity. All high-priority event notification is automated so you're notified at the same time as our NOC. Our NOC is also notified for all lower priority alerts. It's up to you if you decide to be notified as well, but either way, you can trust that we've got the issue covered.

Reporting: Metric reporting tracks your device inventory identified during Discovery and is used to identify unexpected environment changes. Standard reporting is available in real-time, 24x7 from our scheduled monthly and quarterly reports tied to the Network Monitoring System (NMS). TenFour Reference Architecture devices are validated to allow advanced reports that may not be available with traditional Managed Services. As an added feature, TenFour assigns each customer with a dedicated Service Operation Executive who delivers regularly scheduled reviews of advanced business dashboards that are aligned to the overall goals of your organization.

These four functional features are provided through our "Network Observation System" and carried out by the expert engineers in our 24x7x365 US-based Network Operations Center (NOC). The Network Observation System provides all the software tools necessary to perform the discovery, standard monitoring, alerting and standard metric reporting features of Beacon. The system is designed to scale from small to very large environments and rapidly delivers new and add-on services as you need them. Beacon provides complete transparency by giving customers real-time access to the underlying tools and data collected throughout the customer domain.

We deliver TenFour with tightly integrated, foundational services that manage your full IT infrastructure lifecycle. We start with a Catalyst study to determine the business value we will deliver and the right roadmap to achieve your goals. The remaining foundational services, Gear, Sync, Beacon and Gearsmith, are embedded into the delivery of the IT infrastructure utility and cannot be purchased as stand-alone services—they provide one integrated service experience.

We deliver IT infrastructure delivered as a utility service in IT Units (ITUs) with the following embedded services:
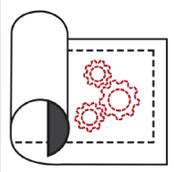
CATALYST

A study that enables us to understand your business goals, perform a technology assessment of your current state and create a roadmap for the future that ties to measurable business outcomes.

GEAR

Pre-selected and tested hardware, software, telecom and physical infrastructure delivered as a utility service with built-in technology refresh at zero cost to you.

SYNC

Day 2 system changes and proactive maintenance implemented quickly so operations sync with business needs.

BEACON

24x7x365 remote monitoring, network mapping, ticket creation and network inspection.

GEARSMITH

Hard-working teams of experts, remote and on-site, that act fast and make things right again.

What got you through the Information Age will not get you through the Digital Age. You need new tools. You need TenFour. We've created a new type of IT infrastructure company.

We build exceptional, private domain global IT infrastructures that are simpler, have fewer defects, and cost less to operate than traditional models. We don't just build and operate IT infrastructures; we own them. We're not a cloud computing company, but we've taken the cloud model and extended it beyond compute and storage to core plus distributed platforms and services, such as routers, switches, wireless access points, IP phones and IoT devices, which traditionally have been "uncloudable". Like electricity and water utilities, you pay only for what you use, when you use it.

TenFour IT. Grow your business. We got this.

1. OBJECTIVE MEASUREMENT OF BUSINESS VALUE

We measure for lower Total Cost of Ownership, increased reliability and greater agility using real metrics that we guarantee in the first, third and fifth year.

2. IT AS A UTILITY

We own it. You only pay for what you use. Similar to kWh and BTUs, we deliver ITUs—IT Units with the entire lifecycle embedded. This means greater flexibility to respond to your business with improved spend and predictability.

3. CLOUDIFYING THE UNCLOUDABLE

Not only are we delivering routers and switches as a service, we are also cloudifying antennas, wiring and IoT elements. Avoid technology debt with a proactive refresh. End result: fewer defects and an improved security posture.

4. WHEN IT BREAKS, IT'S REALLY OUR PROBLEM

We give you a real SLA with a true time to repair from root cause to resolution (and not one of those weak average SLAs). We provide a single point of accountability. No more finger pointing.

5. SHARED RISK AND GREATER AGILITY

We're in this together. No more bearing all the financial, technical and operational risk. Since you can turn the service off and on, you finally get the agility to have your IT respond to changes in your business.

6. GREATER VISIBILITY WITH EMBEDDED TOOLS

No need to buy a dozen different software packages and associated maintenance. Our 24/7/365 US-based NOC manages across platforms and offers co-management so you have access to all the embedded data collection tools for real-time reporting and full read/write access and control.