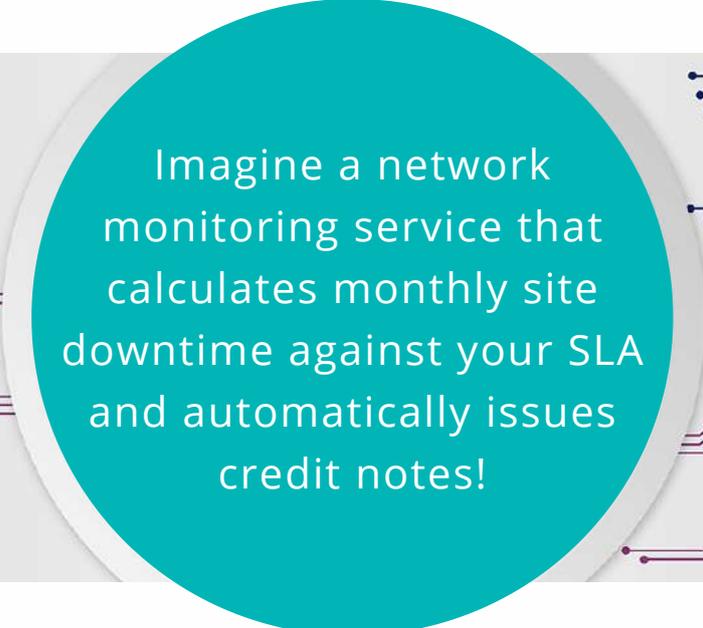


THE SENTINEL

next generation network monitoring



Imagine a network monitoring service that calculates monthly site downtime against your SLA and automatically issues credit notes!

THE REALITY IS ...

Not all business branches or user groups have the same network performance requirements, and it can be costly to over-engineer a network with a 'one size fits all' approach.

We design ICT solutions guided by the business outcomes our clients want to achieve.

Our experienced pre-sales architects know the critical questions to ask so that your network is designed to perform optimally, and respond to the evolving needs of your business.

When you plug into our Digital Services Gateway, you will have access to a range of software-defined managed network services, delivered across various connectivity mediums, along with a wide range of cloud, security and ITaaS offerings.

Our hybrid and flexible approach enables each site to be configured with the right amount of bandwidth and appropriate types of connectivity, as well as the size and number of devices, required to deliver the appropriate service level.

WHAT HAPPENS WHEN THINGS GO WRONG?

Countries across the African continent struggle with unreliable and inconsistent power supply, which has a huge impact on network availability and therefore on performance and productivity.

While most businesses have some form of UPS or generator for backup power, it is critical for the service provider as well as the client to know when a site goes down, but most critically, why.

Proactive monitoring is vital so that when a site becomes unavailable, alerts are triggered that can isolate the problem and enable targeted troubleshooting and remediation activity to take place.

SOLUTION: THE SENTINEL

Linked to our Network Monitoring System (NMS), the Sentinel is a unique device that measures inbound power to network equipment connected to our Digital Services Gateway. The Sentinel enables us to offer up to 100% site availability service levels with our differentiated site design options.

If the Sentinel picks up that a site is down due to a power outage, an automatic alert will be sent to the NMS that the site is down, and by correlating this to the network down event, the appropriate corrective action can be taken to restore services.

REAL VALUE: AUTOMATED SERVICE CREDITS

If the site unavailability is not related to a power outage and the SLA for a site has been breached, a credit note will be automatically generated, based on the penalty percentage calculated for each site as part of the contracted network SLA.

With a fully automated credit note process and system generated management reports, Service Managers and Finance resources have more time in their day to focus on proactive planning and value-adding interactions with clients.

THE SENTINEL'S SUPERPOWERS

Available in 3 versions:

1. Power supply monitoring.
2. Power supply monitoring, including power supply that enables hard power cycling of the attached device.
3. Power supply monitoring, including power supply that enables hard power cycling of the attached device, as well as secure, out of band (OOB) console port connection.



GSM data modem:

- 2G (second generation) and above supported
- Universal SIM card that can roam on all networks
- Roaming profile that detects the strongest GSM provider per site
- Data usage and abuse detection per SIM.

High levels of security:

- Outbound comms only - no need for NAT
- Client certificates managed by a central CA
- Encrypted communication
- MQTT (Message Queuing Telemetry Transport)
- Geo ringfencing is supported (alerts triggered if the device is moved without authorisation).

SUPERPOWERS CONTINUED ...

- Up to 7 days battery power.
- Temperature and humidity sensors.
- API available.
- Polling frequency can be set , default 1 minute.
- When the power is off, poll is less frequent (default 30 minutes).
- Unique device ID to correlate to CPE ID.
- GSM location triangulation is sent in poll.
- Power restored event is sent immediately.
- Version 2 can hard power cycle the power supply via MQTT.
- Five year battery warranty.
- White label branding option available.
- Managed service with IRIS monitoring and reporting is possible.
- Dashboards are included in the managed service.

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ICT solutions beyond boundaries

