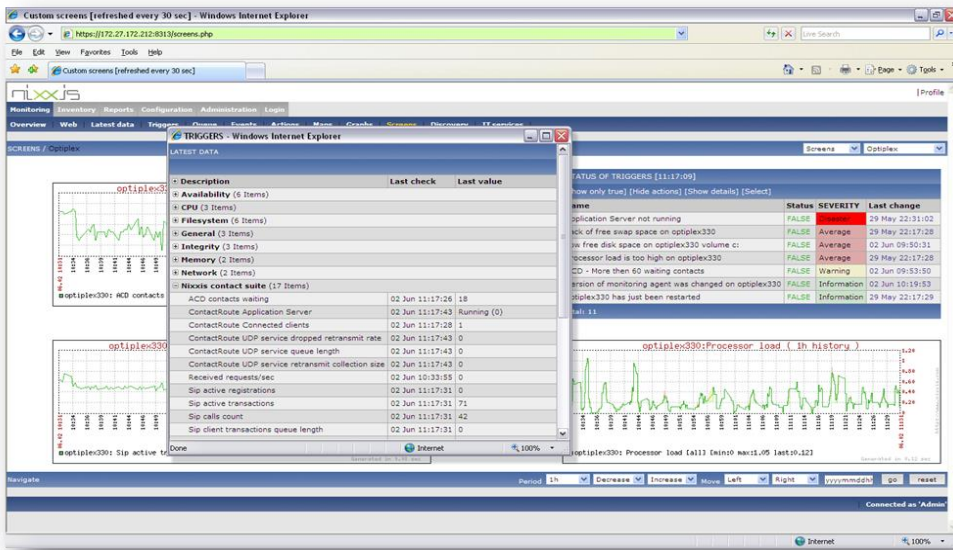


Nixxis Contact Suite

Preventive monitoring

Next Generation Profitable Customer Interaction Solutions

Nixxis Contact Suite Preventive Monitoring module makes sure that everything is running fine within the system and that no problem of software or hardware faults will compromise your daily operations.



Typical real-time monitoring interface

The Nixxis monitoring services allow for monitoring of all hardware and software components within the Nixxis platform.

Thanks to the **web-interface** as well as the **alert notification**, a technical support person has all the information he/she needs to detect, analyse and react on both growth as well as technical issues.

The service can monitor a **range of hardware** items ranging from CPU load and memory usage to disk and fan activity.

From a software point of view, the service monitors the **availability of the different services** as well as their performance. The services can also monitor **operational values** such as call volume so that hardware decisions can be based on this.

Not only does the monitoring service allow monitoring servers, but it also **checks network equipment** and **connectivity**. Monitoring of these types of services is done through SNMP while full featured monitoring on servers can be done through either SNMP or by installing a monitoring client.



Key Benefits

- **Permanent monitoring of system components**
 - Network connectivity and workload (switches, routers...)
 - Server's behaviour (processor, memory, disk, services...)
 - Application's workload (connected calls, logged agents...)
- **Real time and historical reports**
 - Raw data
 - SLA and system availability supervision
 - Real time graphical views
 - One week detailed, one-year consolidated reports
- **Events and alerts**
 - Each component can be defined separately
 - Immediate notification by email, sms, ...
 - Executing automated actions

The monitoring client also allows for additional features like remote command execution based on received triggers.

Furthermore, the client offers passive monitoring in situations where full access to the server might not be available. In this case, the monitoring client reports its data back to the monitoring server as well as reconfigures itself based on changes request through the main server.

As the service is fully web-based, access to the monitoring can be allowed from any type of workstation and different user levels are available to allow different types of access groups.

Triggers and alerts can be acknowledged to notify fellow support people that an action is being taken as well as servers/services can be put into maintenance mode to avoid notifications when work is performed.

The monitoring service can send out alert notifications for different types of media such as email, sms, etc. But the service also offers a powerful remote command execution to allow for automated repairs of a system.

SLA monitoring as well as historical views of (performance) data is of course fully integrated into this system.

Thanks to this monitoring service, Nixxis and its partners are able to react quickly on issues as well as pro-actively avoid issues or take measures against unexpected growth, etc.

Innovative solutions

Our mission is to develop innovative customer interaction solutions.

These solutions will allow organizations to quickly meet the changing communication needs and behaviour of the customers and prospects that are becoming more and more demanding.

In this way Nixxis Customers can take a leading edge over their competitors by continuously improving customer loyalty and reducing operational costs.

And this stands as well for simple call centre solutions as for complex customer interaction solutions.

Nixxis Interaction Engine

The Nixxis Interaction Engine delivers the whole range of interaction tools for your present and future business solutions.

Based on IP-technology and open interfaces, the Nixxis Interaction Engine is designed to function in a truly distributed and virtual mode, offering unmatched productivity, flexibility and security and turning your Customer Contact Centre into a virtual IP Interaction Centre.

The solution is available for private deployment (intranet) or in ASP mode in hosted carrier class data centres.

The complete web-based solution allows easy deployment of home workers and new sites.

Agents, authorized supervisors and administrators can get access through simple IP connections.

Nixxis lets your business take flight.



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