

## Transparent Telemetry

# Manage service level performance diagnostics & bandwidth planning

**As a pioneer in the industry, Schools Broadband is delivering total transparency to its customers on live and historic service level performance through our new telemetry service.**

Customers and partners can take advantage of access to our vast data lake of information, providing powerful insights into the performance of every service your school or Multi Academy Trust receives from Schools Broadband.

With the ability to view all aspects of your service performance, accurate capacity, bandwidth, and budgetary planning is now fully achievable. Basic diagnostics can also be carried out directly in the Schools Broadband Hub, allowing Support Partners and Network Managers to troubleshoot remotely, ensuring even better service performance.



## Remote Diagnostics and Troubleshooting

Whilst our Network Operations Engineers will continue to monitor telemetry information to maintain Service Level Agreements, access to our telemetric technology now allows schools, MATs and partners visibility of the same performance data used by our NOC engineers, but now all in one place for customers.

Device Monitoring and logging shows every update and change made to your service, allowing you to keep track of exactly what is happening. For example, if a router or any network cabling is damaged or inadvertently unplugged, telemetry will allow you to identify where the problem lies, enabling fast-tracking of the support process and speedy rectification of issues if the fault happens to exist on your own premises.



Find out more. Call or email:

**01133 222 333**

[info@schoolsbbroadband.co.uk](mailto:info@schoolsbbroadband.co.uk)

## Features and benefits

Access all areas of your Schools Broadband supplied network hardware, including device logging and monitoring.

Transparent and live monitoring of circuit uptime, latency, utilisation, jitter and hardware syslog and events shows the precise performance of your equipment and connectivity circuit, all in one place.

Diagnostic tools allow remote troubleshooting, swiftly identifying location point and cause of issue.

Custom timeframes enable real-time and historic telemetry statistics on an individual port basis, as well as specific days, providing transparency of service assurance.

Plan and budget accurately using historic bandwidth and capacity data.

Event log provides alerts for issues such as disconnected cables.



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