CHTGLOBAL
Dedicated to Communication

CQM: Advanced Network Monitoring System

Gain Greater Quality Control and Superior Insight into Your Network Infrastructure

KEY FEATURES & BENEFITS

- Pre-Emptive Trouble Shooting

- Global Network System Analysis

- Optimize QoS/CoS for Mission Critical Applications

- Maintain Peak Network Availability

- Target and Resolove Problem Issues Accurately and Quickly

- Greater Accountability of Service Levels and Guarantees

- Direct Portal to Trouble Ticketing and Real-Time Status Updates

CHT Global is the wholly-owned US subsidiary of Chunghwa Telecom, the largest telecommunication company in Taiwan. Since 2002, CHT Global has helped numerous enterprises achieve their targeted goals while reducing customer side complexity by providing industry leading multi-site network solutions through its global backbone infrastructure and world-class service.

For additional products and services information, please contact CHT Global at 1-877-998-1898, or visit www.chtglobal.com.

As enterprises grow larger in size and span across multiple locations, the ability to monitor IT infrastructures and network systems becomes more and more difficult. The CHT Global CQM network monitoring system was created to aid IT managers and teams to simplify the task of troubleshooting and solving network issues, thus allowing for faster troubleshooting turn-around time so that enterprise operations can be minimized of productivity loss as much as possible.

What is CQM?

CQM stands for Customer Quality Management and is a web-based dashboard that displays network specific data from the CHT Global network monitoring systems in easy-to-understand graphs, charts, and tables. Bandwidth availability, jitter, packet loss ratio are just a few of the values available that allow for indepth analysis to decipher problem areas and the current health of an enterprise's IT system. CQM is a standard offering that comes with CHT Global's MPLS service.

Applying CQM to IT Management

With real-time monitoring, IT teams will be able to catch potential problem areas before they begin affecting enteprise critical tasks and operations. The CQM can also be used to optimize bandwidth and application usage through QoS/CoS configurations, network bottleneck troubleshooting, and instantaneous trouble ticket status update logs. IT management now becomes an issue of optimization, planning, and disaster prevention instead of frustrating guess and checks.