



BakerWatch

Frequently Asked Questions

1. What is BakerWatch?

BakerWatch™ is a hosted real-time networking monitoring solution from Baker Security and Networks that provides proactive surveillance and continuous monitoring of your network to ensure that your business is running smoothly and efficiently at all times.

2. What is hosted real-time Network Monitoring?

BakerWatch™ and our Network Operations Center engineers replace the traditional IT functions of a SME by securely monitoring your network over the Internet. BakerWatch enables customers to consolidate and out-task much of their critical IT support needs for a fixed price.

3. Why do I need BakerWatch?

As technologies grow more complex, SMEs are finding it increasingly challenging to support their IT systems on a limited budget. Yet all businesses have a constant and growing need to protect themselves from security threats, costly downtime, and the unseen activities that consume valuable time & human resources. The key tool is proper monitoring of networks and critical appliances. By monitoring IT systems in real-time, BakerWatch™ - backed up by our team of highly trained network infrastructure engineers - can proactively identify the problems which may occur, before they happen. Our team are always on hand to alert SMEs to take the corrective action needed, so as to maximize availability and ensure the continuing smooth operation of the business.

4. Who is Baker Security & Networks?

Baker Security & Networks (www.baker.ie) are recognized as the leading IP security experts. We have been managing networks in Financial Organisations, Government and State Agencies, National and International Corporations for the past 11 years. The company now manages VPN nodes and firewalls on a 24 x 7 basis for customers in over 80 countries, on 5 continents - including 200 sites for Hilton International Hotels, one of the largest VPNs in the world. Baker is a partner of Lucent Technologies and Juniper Networks - the world's foremost security vendors.

5. Do I have to purchase hardware or software to use BakerWatch?

No. With zero capital investment in hardware or software, no time investment in product training, BakerWatch™ saves you time and money. Set-up and configuration happens at our Network Operations Centre so there is no interruption to your day-to-day business activities and no costly installation fees.

6. Do I need a permanent connection to the Internet?

YES. Because BakerWatch monitors in Real-Time your network must be constantly connected to the Internet.

7. What Devices/Applications can BakerWatch Monitor?

BakerWatch can monitor all devices that have an IP address and also all critical services. It monitors applications and actively checks them by simulating client requests. This makes sure that all services are working correctly. For example, BakerWatch interrogates email servers to ensure that they are functioning and operating in a timely fashion.

8. What are the problem areas that BakerWatch monitor for?

Our Network Operations Team can set performance thresholds and look out for events that are most likely to cause an interruption to your service. A good example of this would be a hard disc running out of space or Web Server responding slowly or unreachable.

9. How is the customer informed or alerted about potential problems?

System alerts will be sent to a nominated contact with your organisation via email, SMS, pager and phone. Alternatively the customer can get real-time reports through a dedicated web portal.

10. Is there a security risk to my network or company data by using BakerWatch?

No. BakerWatch™ ensures privacy and security of your monitored data by building a VPN tunnel direct to your network from our Network Operations Centre. Your network is safe in our hands.

11. Will BakerWatch give me information on the health status of my network?

Yes. BakerWatch™ delivers ongoing, real-time graphic reports on how applications, network devices and individuals are impacting your valuable network resources. Reports on your email server, web server, Databases, Firewall, Anti-Virus, Internet performance and network bandwidth will give you an insight into the health of your network at any given time.

12. What support is available from BakerWatch?

BakerWatch is running and monitoring your network 24 x 7. Our Network Operation Centre helpline is available during normal working hours.

13. How much time and money does BakerWatch save me?

The results of every time your network goes down is lost revenue, dissatisfied customers and frustrated users. Every hour you spend running around trying to get your systems back cost your company money. BakerWatch delivers a cost effective Enterprise-Class support solution allowing you to focus on running your business. Try out our cost calculator on our website www.bakerwatch.com and see the savings for yourself.

14. Can I evaluate BakerWatch before I commit to purchase it?

YES. You can register for a FREE 21 Day Product evaluation @ www.bakerwatch.com

15. How much does it cost?

There is no capital investment in hardware or software and no installation fees. Instead you pay the equivalent fixed monthly fee of just €95 per server or application.

16. Who do I contact for more information?

For further information on BakerWatch please contact Paul McEvoy at Baker Security & Networks on Tel: +353-1-638-4800 or www.bakerwatch.com