

Dematic Wireless Network Monitoring

We will help keep your wireless network flowing

Your wireless network is crucial to the function of your business. Uptime is essential to avoid problems that cost you time and money. Dematic's WLAN Support Services can provide the backup you need to avoid issues occurring, and deliver support in the event of a problem.



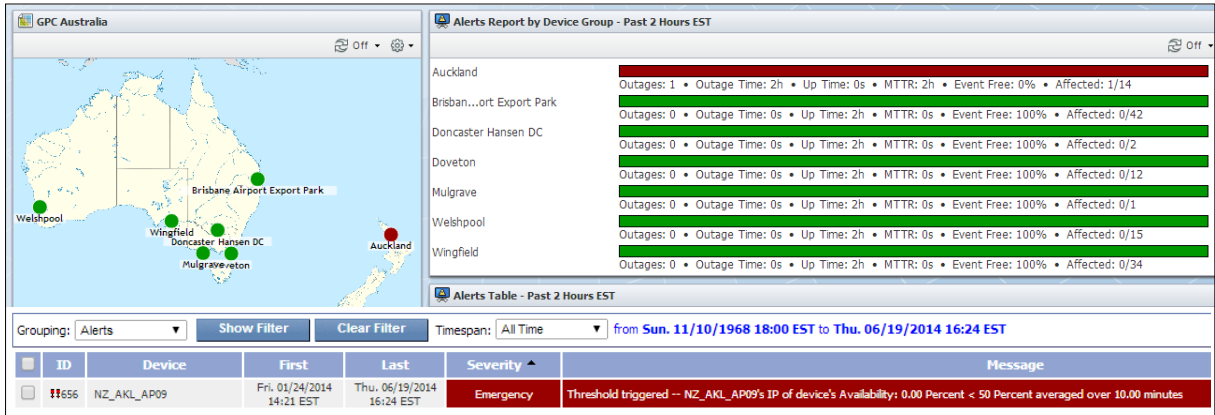
24/7 HOTLINE SUPPORT – 365 DAYS A YEAR

■ **AUSTRALIA**

1800 026 529

■ **NEW ZEALAND**

0800 226 529



Wireless LAN support services for Australian and New Zealand warehouses with the addition of a Wireless LAN Remote Monitoring service which optimises wireless network coverage at all times, and avoids costly business downtime.

In recognition of the rising value of network strength and operational efficiency in ensuring the accurate and timely delivery of goods, Dematic's Wireless LAN Monitoring service constantly runs remote checks on wireless access points. If issues such as access point failures or intermittent hardware faults arise, an email alert is immediately sent to the Dematic 24x7 ServiceDesk, giving the fastest possible response time to problems. Dematic can then quickly respond with the appropriate action to resolve the issue, either through remote connection, on-site replacement, or reconfiguration of failed hardware.

Dematic's Wireless LAN Monitoring Service offers round-the-clock information about the health of our customers' wireless network coverage without the need to carry out manual checks. This allows Dematic Customer Service to be immediately alerted to any issues, so they can be resolved quickly before there is any impact on operations. It avoids the potential situation of having to endure reduced network strength due to impaired access points and single strength coverage, or the worst case scenario of complete network downtime that halts operations and hurts the business' bottom line.

System requirements are:

1. Virtual server with 4 GB RAM and 150 GB Hard drive space.
2. Internal email account registered to Dematic for SMTP alerts
3. VPN access to the monitoring server and WLAN controller

