



# GRANITE GUARDIAN

## ACCESS REMEDIATION SERVICES



### CONTACT

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### GRANITE GUARDIAN BENEFITS

- **Granalytics available**  
Granite Guardian Portal, Rock Reports, CommPortal
- Granite monitors all locations on the network
- Guaranteed SLA's
- Reduce or Outsource IT costs
- One Stop Shop 24/7 US Based Support
- Project Management and Premier Account Support Team
- Help Desk Services

### OUR TOOLS HELP YOU

Keep your business safe and productive using optimal network bandwidth and access to your services using Granite's web-based monitoring tool, notifying you in a timely manner and addressing any issues directly to your service provider.

### PRODUCT AND BENEFITS

#### Proactive Ticketing

- 24/7 monitoring of network edge via ICMP ping to Static IP
- Automatic ticketing
- Remediation
- Trouble ticket reporting

#### Advanced Monitoring

- 24/7 monitoring of network edge or interface via SNMP or API
- Portal with full Granalytics and reporting
- Includes all Proactive Ticketing features

#### Advanced Monitoring - with Dispatch add on

- 24/7 monitoring of network edge or interface via SNMP or API
- Portal with full Granalytics and reporting
- Tech dispatch within two business days
- Includes all Proactive Ticketing features

#### Advanced Monitoring - with Next Business Day Dispatch add on

- 24/7 monitoring of network edge or interface via SNMP or API
- Portal with full Granalytics and reporting
- Tech dispatch within one business day
- Includes all Proactive Ticketing features