

# MAXSP V3.1

Designed for next-generation IP service providers, Management Service Providers (MSPs) and Internet Data Centers (IDCs), MAXSP is the perfect solution for you to provide value-added managed services to your customers while increasing your profit margin.

## ≡ Features

### Virtual MAX

MAXSP's differentiating factor lies in our Virtual MAX technology. Virtual MAX is a powerful customer-oriented feature, which allows the logical partitioning of a network into multiple logical views.

The feature is especially useful in the service providers' context where security is concerned. For example, in data center applications, while it allows end-users to view real-time and historical performance web-based reports of their co-located equipment, it denies their access to other customers' equipment.

Similarly, MSPs can extend the same service to their customers who have subscribed for the service.

### Service Level Management (SLM)

MAXSP's SLM feature presents your users with web-based views of the performance and availability of the services they have subscribed. MAXSP allows your customers to access to service level agreement (SLA) compliance reports real time and allows you to communicate the quality of your service to your customers effectively. Organizations with distributed environments will benefit tremendously from this feature, as it provides straight-forward accountability and helps simplify the whole infrastructure management process. MAXSP will also proactively monitor the SLA and alert you whenever the pre-defined parameter falls below the specified performance levels.

### Appliance design

MAXSP supports the wide deployment of MAXLite in a distributed manner with its "appliance-like" design. This architecture offers the low cost and easy deployment advantage. You can pre-install MAXLite into a computer, and plug and play the "black box" at your customer premises without having to engage in complex configuration. MAXLite will collect all the critical network and server statistics from your customer's site and pass it back to MAXSP located in your Network Operation Center, where you deliver your proactive IT management service.

### Central configuration

Multiple MAXLites can be easily configured centrally, regardless of where they are located, from MAXSP through a web browser. Cost and time can be saved as there is no need to dispatch expensive network engineers to customer sites to administer the systems. MAXSP also supports centralized software distribution, as all MAX software upgrade can be initiated and performed centrally.

### Interface with HawkEye Report Generator

HawkEye is the next generation web-based report generator which interfaces seamlessly with MAXEnterprise or MAXSP. It provides predefined graphs and table report templates for numerous dimensions and aspects of your infrastructure and is the solution to all your management reporting needs. It also allows your users to subscribe to their own personalized version of 'newspaper' with content tailor made to meet their needs.

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