

## **Top 20 Network Monitoring Features Requested by Customers**

This document is a starting point for customers wanting to implement a Network Monitoring Solution (NMS). It consists of requirements that we have accumulated from various customers over the past several years (now over 20 features). Please use or delete any features or requirements you wish; this is only a template for generating ideas about requirements.

**The document has two sections each of which contains the same basic information but is worded differently.**

The first is the **Top 20 NMS Features** section and is a starting point for customers developing their own requirements.

The second is the **Request for Information (RFI)** section that simply asks potential Network Monitoring vendors to provide information.

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## **Top 20 Requested Network Monitoring Features**

### ***Overview***

XYZ organization wishes to implement a Network Monitoring Solution (NMS) for use in its current computing environment. The purpose of this document is to establish a key set of requirements that will be used to reach a decision. This document does not necessarily weight or rank the importance of each feature, it simply lists potential criteria that we will use to measure a vendors' offer. Responding to and completing this document does not constitute any commitment on our part to purchase a NMS in the future.

### ***Project Goals***

- Establish a solid NMS platform with no single point of failure
- Reduce the impact of human or external force (viral) data loss
- Reduce data management expenses related to corrupted data
- Improve End-User customer service with increased uptime of applications

### ***Business Features***

The NMS manufacturer must have a solid presence in the Network Monitoring industry and be recognized as a viable, long-term supplier.

The NMS manufacturer must have a sufficient support organization to provide 24/7 services.

The NMS must provide integrated and automatic functions that meet our criteria below.

All pricing proposals should include five years of support/maintenance.

The NMS must be considered 99.999% reliable with no single point of failure.

### ***Technical Features***

The NMS must provide full redundancy with no single point of failure. If additional equipment is needed, please explain.

The NMS must be easily upgraded with little or no downtime needed to upgrade firmware or replace Field Replaceable Units (FRUs).

The NMS performance must scale as network load is applied. We do not want to be restricted by the the NMS as network traffic increases.

(more....)

## **Request For Information (RFI) for NMS**

### ***Overview***

XYZ organization is researching Network Monitoring Solutions (NMS) for a possible future project. The purpose of this document is to understand a potential NMS vendor's market position and product offering. Responding to this document is voluntary and does not obligate our organization in any way.

### ***Project Goals***

- Establish a solid NMS platform with no single point of failure
- Reduce the impact of human or external force (viral) data loss
- Reduce data management expenses related to corrupted data
- Improve End-User customer service with increased uptime of applications

### ***Business Issues***

Describe your company and its relative position in the Network Monitoring industry.

Describe your company's infrastructure as it relates to 24/7 support.

Describe how your NMS integrates manual with automated processes.

Include pricing for the equipment and support for the first five years of ownership.

Describe how your product achieves 99.999% reliability with no single point of failure.

### ***Technical Issues***

Describe how your NMS achieves full redundancy with no single point of failure. If additional equipment is needed, please explain.

Describe how product components are upgraded in the field and describe for each type whether it requires downtime or affects access to the device.

Describe how your device performance scales as network volume increases.

(more....)