

# GLOBAL SERVICES Customer Portal

## Comprehensive Service Monitoring and Support

### Monitor & Manage

ST Engineering iDirect's Global Services delivers a complete on-line customer portal for service monitoring and management. One of the most powerful and comprehensive network management systems in the industry, the portal is optimized for use with iDirect Global Services, which allows customers to monitor the operational performance of their services from a single platform.

The portal is designed to provide a complete overview of service assets, with an easy-to-navigate interface, delivering immediate insights into customer services. The portal allows secure monitoring of service infrastructure from virtually anywhere in the world at any time. Through a variety of service reporting capabilities, the portal offers instant access to near real-time and historical data, providing critical service information for service performance and transparency. A rich set of features allows users to view network service level dashboards, receive automatic notification of incident and performance reports, or run trend data.

### Main Benefits

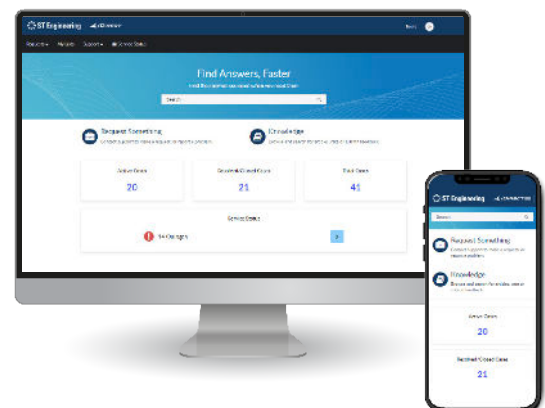
- Improved information visibility of services
- Metrics on service configuration items
- Improved interaction with support and account management
- Automated notifications of case performance reports
- Past and current data metric trends
- Reporting and export feature
- Aggregate reporting of service availability

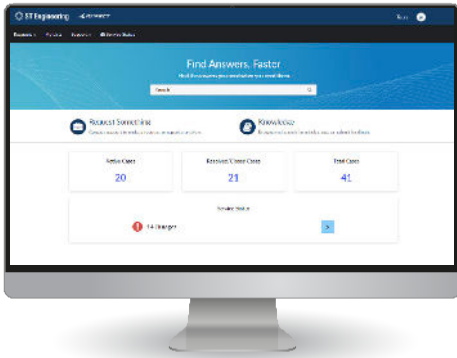


Cloud-based    Across devices    Secure

### Key Features:

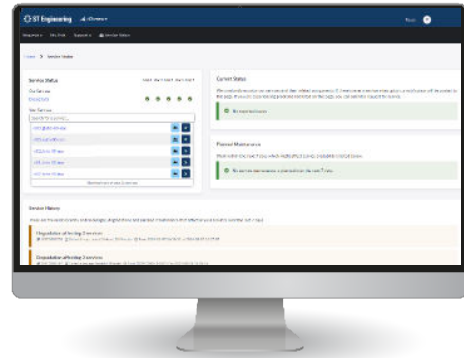
- Full history of service performance
- Near real-time reporting of service quality/performance metrics
- Access to all cases and updates
- Service Availability Report
- Service Performance Report
- Supports Multi-factor authentication (MFA) or Single Sign-On (SSO) Verification





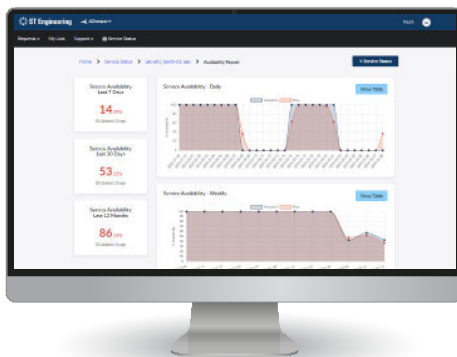
### Service Overview

- Holistic Service Overview
- Service Request Capabilities
- Service Knowledge



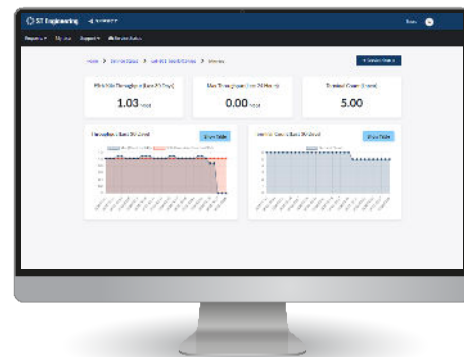
### Service Status

- Realtime Services Status
- Service History
- Maintenance Status



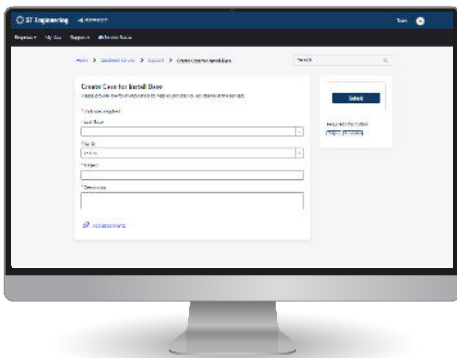
### Service Availability

- Adjusted
- Raw
- Service Outages



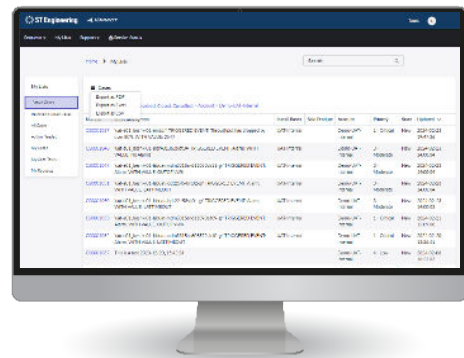
### Performance Management

- Create, Track, Manage Cases
- Throughput & Terminal Count
- Export data/charts/graphs



### Account Management

- Manage Account Setting and Details
- View or Change Account Contact Info
- Add or Remove Contacts and Roles
- Change User Access Preferences



### Case Management

- Create, Track, and Manage Cases
- Update and Interact with Active Cases
- Case Visibility/Interaction with Support and Account Management
- Auto-Notifications as Case Progresses

Account Management

Speak to a ST Engineering iDirect Sales Rep for a Demo

Access: <https://globalservices.idirect.net>

