

Corporate Capability

Hinx Limited - Network Consultants



Formed in July 2004, Hinx Limited aim to offer the highest level of service in the specialist area of computer networking.

Your business depends on your network to function properly, perhaps even 24x7. At Hinx we know how important your network is to your business – and we take our specialism seriously. All of our consultants have worked for major networking equipment manufacturers, and hold industry standard accreditations, such as CCIE™. We attend regular industry events and training courses to keep abreast of the latest technology. Working with partners such as Cisco systems, we are able to gain an in-depth knowledge of many networking elements, from Storage Area Networks to Wide Area Networks.

Our clients use Hinx Limited because we are recognized as experts in our field. Hinx Limited provide “safe pair of hands” to handle our clients’ networks. Our expertise is in design and implementation of complex data and voice networks, utilising modern Quality of Service mechanisms to deliver to clients’ expectations.

Our consultants have a precious commodity – far more valuable than just a qualification – experience. 10 years+ experience in working with Internetworking and IP, provides a breadth of scope that truly adds value to your business when we consult for you.

We offer various packaged services and have gained a loyal customer base who are happy to recommend us.

	Name	Description
<i>FreshView</i>	Network Audit	Complete ground-up network audit, with professionally-produced documentation.
<i>SafeHands</i>	Network Maintenance service	Complete network configuration service. Incorporates a monthly remote health checks and 6-monthly onsite health check.
<i>Eagle-Eyes</i>	Network Monitoring service	24x7 onsite monitoring, trending and graphing with web interface. Uses intelligent rule-base tuned by CCIE-level expertise, sending alerts by email and SMS.

Certified and Experienced

Hinx Limited consultants are recognized experts in the field of internetworking.

Hinx full-time consultants hold the highest networking accreditation; Cisco Certified Internetworking Expert. This qualification takes time and dedication to achieve, as well as the all-important experience. Our consultants have worked for Cisco for many years, and together they have 30+ years of data communications and 7 years of voice communications experience.



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FreshView – Network Audit

We look at your network with a “fresh pair of eyes”, unencumbered by familiarity. This, coupled with our considerable experience gives us a unique insight into how the network performs, and we can also suggest how improvements could be made. Whether your network spans a few dozen or a few thousand devices, we have the in-house expertise and appropriate tools to audit your network.

Our expertise in the design and implementation of complex data and voice networks is backed by Quality of Service mechanisms that consistently exceed our clients’ expectations.

Network Traffic Check

The amount of traffic passing around the network is important. Our scanning tools take a snapshot of the traffic levels from key interfaces on switches and routers in your network, looking at broadcast levels, traffic mix, routing updates and QoS metrics.

Security Audit

An optional element of the audit is to review network and application security, up to the level of firewall and VPN devices.

Audit report

A comprehensive audit report is produced, with diagrams and recommendations. This is written by one of our senior consultants using all the information available to him from the data gathered whilst onsite.

The report will detail suggested improvements, graded by importance.

Availability & Business Continuity

We will analyse your network’s critical points and advise on how fine tuning of parameters can bring about more stable, predictable activity in the event of failure.

SafeHands – Network Maintenance

Hinx offer network maintenance with a value-add; we can keep logs of the network devices’ configurations, and offer an audit trail via a documented Change Control procedure.

Software and Configuration Maintenance

Our experts will maintain your software levels, and monitor your devices monthly to ensure that we have a consistent “baseline” of what your network looks like. When problems occur, we can compare the problem scenario with the “last good” scenario for quick pinpointing of problems. Our expertise and experience of running many Enterprise and Service Provider networks gives us the foresight to predict potential problems.

Change Control

Our Change Control procedure gives you a safety-net allowing you to approve changes to network configuration before they are made, and also provides a precise audit trail.

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Hardware Maintenance

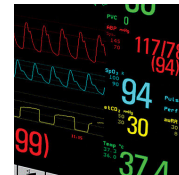
We also offer hardware & software maintenance for a variety of equipment vendors, backed up by a 24x7 organisation which holds millions of pounds worth of spares within easy reach of their 300+ engineers, providing peace of mind for a 4-hour onsite response, to almost any geography in the UK.

Service Levels are flexible, ranging from a next-business-day replacement to a 7-day, 4-hour onsite-with-engineer service. In conjunction with a SafeHands contract, these services are all backed up with Hinx consultancy expertise.

Eagle-Eyes – Network Monitoring

It is likely that your business needs the underlying network to be stable and operate efficiently for all networked applications. Should the unexpected occur, e.g. losing a link or even a whole device; there needs to be predictable network behaviour.

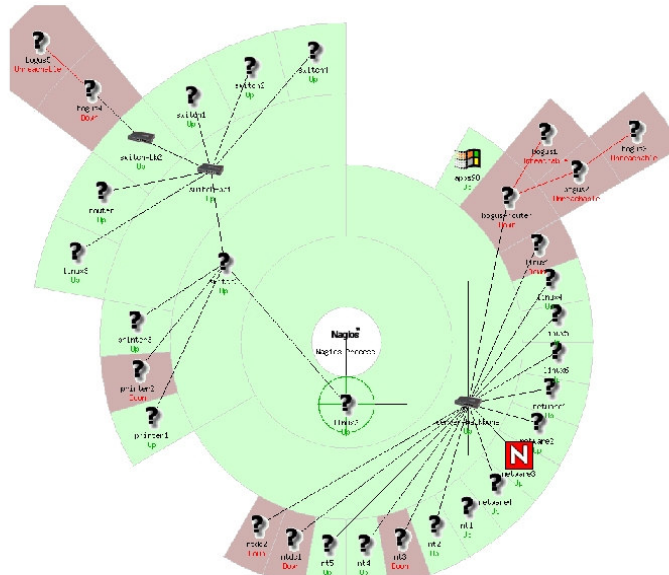
The Eagle-Eyes service uses a passive monitoring appliance, which is located in the client's network. This server gathers information about the network, collecting basic information on CPU usage, key network link usage and other metrics from the networking hardware.



These simple statistics are collated in a database on the server, and presented on graphs showing the statistics over time with various timescales. The server collects statistics every 5 minutes, by examining SNMP variables in the networking equipment.

Graphs and Layout on a simple web browser

Statistics are viewed by our clients using a simple web browser, available from anywhere on the internal network. All pages are password-protected so that only IT staff may view privileged information.



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Network Health monitoring and Alerts

The overall “health” of the network is an important metric. The time to bring in an expert eye is when the first symptoms are seen. Having Eagle-Eyes brings these alerts into sharp focus, usually well before trouble is caused.

The Eagle-Eyes system does more than just monitor the network. The system learns the typical behaviour of the network over a period of time and can then send out email or even SMS alerts when particular thresholds are exceeded.

SMS or Email alerting

You need early warning of network problems, but you don’t need to be flooded with information. Our software platform collates alerts and issues the highest importance ones. This reduces the “fog” of alerts which many monitoring solutions generate.

These alerts aim to provide IT staff with information, which can be acted on quickly. Often these will indicate the areas for further investigation, and Hinx expert consultants can often quickly diagnose these faults.

This rapid response to any problems will result in your network running more smoothly – and supporting your business as it should.

Network Intelligence

We’ve used our expertise in networking situations to tune the EagleEyes system to recognize certain situations and provide an intelligent alert. For instance any spike in CPU utilization (a common indicator of a network protocol problem) would be instantly recognized by the alerting software and would alert Hinx support within seconds.

Don’t Just Take Our Word for It

Here’s what our clients have to say about us:

“Their standard of documentation is impeccable,” IT Manager, Raymarine UK PLC

“Hinx have never let us down and have the expertise we need”, IT & Network Manager, Windrush Frozen Foods Limited

“Hinx found problems we didn’t know we had – and fixed them immediately for us,” Operations Manager, Direct Travel Insurance.

For more details this, or of any Hinx service, call us on 01962 886 174 or email sales@hinx.com or visit our web site www.hinx.com

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