



KCOM

Sentinel

Get instant visibility of your entire connectivity estate with our advanced web-based monitoring tool. Proactively troubleshoot and manage performance across your network to keep your business connected.

How Sentinel works

A clear and concise online dashboard combined with interactive connection maps, each updated in real-time, gives you full transparency and control over all of your connections and puts an end to the problem of not knowing whether an issue is with the network or site specific.

This instant diagnosis and a user-configurable alert system means that you will be aware of any issues or line outages as they occur to minimise disruption to your business.



Sentinel is available to existing KCOM customers only.

Access to first line diagnostics also means that many issues can be resolved without the need to call our support team for help. However we will always be available in case you need further assistance with anything.

How Sentinel will benefit your business

Interactive maps	Select individual connections and exchanges to easily identify line problems in real time. Have complete control and visibility over your network by geographical location.
Automatic alerts	Pre-configurable alerts via SMS or email in the event of an issue arising. You will always be in control and the first to know about any line issues or outages before they cause problems.
Guaranteed quality	Fast and reliable monitoring performance, hosted on its own dedicated server and backed up by a 99.99% uptime SLA.
UK-based support	Dedicated account management and completely unscripted customer and technical support. We aim to answer all calls within 60 seconds and will resolve 70% of problems on the first call.

Features and pricing

	Sentinel Lite	Sentinel
Monthly access fee to Sentinel dashboard	Please contact our Sales Team on 0345 122 4222 for pricing	
Alert functionality		
Contract length	1 month for alerts 12 months for access	
Basic dashboard view	Yes	Yes
Advanced dashboard view		
<ul style="list-style-type: none"> • Intermittency/dropping line status • Latency and packet loss graphs • Major service outage notifications • Sync speeds (BT lines only) • Radius logs and activity summary 	No	Yes
Full admin access to configure alerts and manage account	Yes	Yes
Basic user – read only access	Yes	Yes
Provisioning of alerts per line	Up to entire estate	Up to entire estate
SMS/email alerts	Yes	Yes
Max number of alerts configured per line	3	5
Number of alerts sent per month	Unlimited	Unlimited

ADDITIONAL KCOM PRODUCTS

Connect

ADSL
Bonded DSL
FTTC
Internet Connect
Ethernet, EFM, EoFTTC
Network Connect
Wide Area Networks
Sentinel

Cloud

Backup
Hosted Exchange
Lync
EmailShield
Managed Server Hosting
Virtual Data Centres
Colocation
Domains
Web Hosting
Hosted Firewall

Communicate

PSTN Lines
SIP Trunks
Hosted PBX