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# SERVICE LEVEL AGREEMENT (SLA) & evTOC PROGRAM

Published: August 2021



## DO YOU HAVE A PULSE ON THE HEALTH OF YOUR SYSTEM?

Evertz understands content providers and broadcasters face many challenges as technology evolves and audience behaviors drive new demands, leaving little time and resourcing to address the underlying infrastructure of your facility.

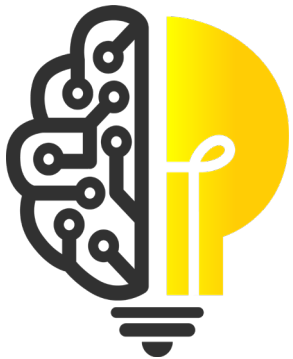
The Evertz Service Level Agreement (SLA) and evTOC Program assist customers in monitoring the overall health of their infrastructure, allowing them to focus on reaching customers and monetizing their network.

It is the **second** or **third** failure that takes you **off air** ... because you never noticed the **first**.



## WHY SHOULD YOU CONSIDER AN EVERTZ SLA MAINTENANCE PACKAGE?

Efficiencies in distributing content to multiple platforms can lead to system consolidation. When a critical device fails it can quickly become a catastrophic event for your entire operations.



### BENEFITS OF AN EVERTZ SLA MAINTENANCE PACKAGE

- » Ensures the health of your equipment and performance of your facility
- » Prevents expensive lost media revenues in the event of a catastrophic failure
- » Transparency and knowledge on what is happening inside your system

## PRIMARY COMPONENTS OF AN EVERTZ SLA

SLA offers levels of proactive and preventative maintenance package to meet the unique requirements of each customer.

### Some components offered:

- » On-site or remote system audit, workflow review and assessment
- » Regular system diagnostics checks
- » Analyze and recommend updates to device firmware
- » Recurring meetings to review open status items
- » 24 / 7 / 365 access to system knowledgeable staff
- » Guaranteed response times
- » Client-accessible JIRA® dashboard for transparent service logging and KPI report generation
- » Assistance with “End of Life” (EOL) product transitioning
- » Active “Critical Spare Pool” program that includes shipping within 24 hours of notice
- » Customized training programs (Remote or on-site)
- » SLA Project Oversight services for system modifications and expansions

Our goal is to restore and inform you of a problem before you are aware of it.





## HOW DOES AN EVERTZ SLA MAINTENANCE PACKAGE WORK?

Once you choose to invest in an Evertz SLA maintenance package for your system, evTOC staff will complete a one-time initial setup.

### INITIAL SETUP

- » Integrate customer's system to shared or dedicated evTOC lab resources
- » Connect and configure a client-owned inSITE-HW to aggregate system metrics, perform diagnostics, provide health checks and alert evTOC of system issues
- » Connect a client-owned terminal for secure remote access to Evertz systems via SecureLink VPN (Client can use the same VPN subscription to monitor system at any time)



### Services that can be added to SLA maintenance package:

- » Scheduled meetings to review open item status (Daily/Weekly/Monthly)
- » System health checks
- » Customized training programs (on-site or remote) tailored to client specific systems
- » Complete or partial oversight of their engineering and operations

# DIAGNOSTICS & SYSTEM HEALTH REPORTS

Receive personalized reports on your system.

The key benefit for any SLA Client that invests in a maintenance package is receiving regular diagnostic and system health reports that allow clients to stay updated on the status and health of their hardware, software and system as a whole.

Message Options

To: john.doe@valuedcustomer.com

Cc:

Subject: evTOC SLA: Monthly Diagnostics Report

OVERVIEW

TIMING

MAGNUM

DEVICES

POWER

CPU & MEMORY USAGE

NOTIFICATIONS

[MY ACCOUNT](#) [RENEW SERVICE](#) [HELP DESK](#)

REGISTRATION NO. EV205938

## SLA DIAGNOSTICS & SYSTEMS HEALTH REPORT

### Central Broadcasting SDVN System as of 09/01/2021

inSITE

**Notifications**

Overview

Total: 0 No notifications sent during this report period.

**Notre Dame**

Status: ALIVE

NTP: DISABLED

**Disk - Usage**

Disk	Total	Used (%)	Free (%)
/udev	125.92 GB	0.00 [0%]	125.92 GB [100%]
/tmpfs	25.19 GB	2.57 GB [10%]	22.62 GB [90%]
/dev/sdb1	52.07 GB	10.36 GB [20%]	41.70 GB [80%]
/dev/sda1	4.11 TB	2.58 TB [63%]	1.53 TB [37%]

**CPU - Usage**

Usage(%) over Time

Overview

Cores: 40

Max: 100.00 (%)

Average: 6.28 (%)

**Memory - Usage**

Usage(%) over Time

Overview

Total Memory: 284.12

Max: 99.73 (%)

Average: 97.74 (%)

Network - TCP		Network - UDP	
Segments Sent	267836262	Packets Sent	34306237
Segments Received	311564516	Packets Received	94302065
Bad Segments Received	56 [0.00%]	Receive errors	0 [0%]
Segments Retransmitted	8086	Unknown port received	4332 [0.00%]
		Receive buffer errors	0 [0%]

EXE

**Notifications**

Overview

Total: 0 No notifications sent during this report period.

**Route Failures**

Failure Type	Last Time Received	Host	Occurrence
No Route Failure Detected			

**10.255.4.236 [EXE]**

**Controller Status**

Alias	EXE
Controller Status	<span style="color: green;">ONLINE</span>
Frame Type	EXE-28
IP	10.255.4.236
Peer 1 (NCS 0)	10.255.4.241
Peer 2 (NCS 1)	10.255.4.236
Peer Controller Status	SETTINGS MATCH

**Card Status**

Card	Type	Uptime	CPU Usage	Blade State	Slot State	Hotplugs	Hotplug Reqs	REF1
FC 1	EXE-FC	784 days	3.03 %	<span style="color: green;">ACTIVE</span>	<span style="color: green;">ACTIVE</span>	1	1	NTSC
FC 2	EXE-FC	13 days	2.9 %	<span style="color: green;">ACTIVE</span>	<span style="color: green;">ACTIVE</span>	3	3	NTSC
LC 1	EXE-LC36-10G	784 days	2.87 %	<span style="color: green;">ACTIVE</span>	<span style="color: green;">ACTIVE</span>	1	5	
LC 2	EXE-LC36-10G	74 days	3.88 %	<span style="color: green;">ACTIVE</span>	<span style="color: green;">ACTIVE</span>	3	5	
LC 3	EXE-LC36-10G	784 days	3.5 %	<span style="color: green;">ACTIVE</span>	<span style="color: green;">ACTIVE</span>	1	5	
LC 4	EXE-LC36-10G	784 days	2.64 %	<span style="color: green;">ACTIVE</span>	<span style="color: green;">ACTIVE</span>	1	5	
LC 5	EXE-LC36-10G	784 days	2.63 %	<span style="color: green;">ACTIVE</span>	<span style="color: green;">ACTIVE</span>	1	3	
LC 6	EXE-LC36-10G	784 days	3.04 %	<span style="color: green;">ACTIVE</span>	<span style="color: green;">ACTIVE</span>	1	3	
LC 7	EXE-LC36-10G	784 days	2.66 %	<span style="color: green;">ACTIVE</span>	<span style="color: green;">ACTIVE</span>	1	5	
LC 8	EXE-LC36-10G	784 days	2.59 %	<span style="color: green;">ACTIVE</span>	<span style="color: green;">ACTIVE</span>	1	5	
LC 9	EXE-LC36-10G	784 days	3.21 %	<span style="color: green;">ACTIVE</span>	<span style="color: green;">ACTIVE</span>	1	3	
LC 10				<span style="color: red;">1(ABSENT) @ 10 Aug 2021 00:04 &amp; 25 more times</span>	<span style="color: red;">1(ABSENT) @ 10 Aug 2021 00:04 &amp; 25 more times</span>	0	0	
LC 11				<span style="color: red;">1(ABSENT) @ 10 Aug 2021 00:04 &amp; 25 more times</span>	<span style="color: red;">1(ABSENT) @ 10 Aug 2021 00:04 &amp; 25 more times</span>	0	0	
LC 12				<span style="color: red;">1(ABSENT) @ 10 Aug 2021 00:04 &amp; 25 more times</span>	<span style="color: red;">1(ABSENT) @ 10 Aug 2021 00:04 &amp; 25 more times</span>	0	0	

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## CONTACT EVERTZ

To discover and learn more about Evertz' Service Level Agreement ad evTOC Program, visit [evertz.com](https://www.evertz.com)

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