



## A Peek inside iGLASS Networks

Your Network. Our Focus.

You have a new product launch in two weeks and your schedule is heading for a slip. You have signed contracts, customers that are anxiously awaiting the product release and a time-to-market window that is shrinking. Your venture capital is running out and you still need a network infrastructure and a crew of dedicated people to provide enterprise-wide support for your product. In order to be successful, you need to offer best-in-class service availability without business-killing outages and downtime. It is essential that you provide quality of service and 24 hour network monitoring.

First, you need to research, procure and deploy the most appropriate network equipment infrastructure and software applications to provide support for your customers and agile enough to grow with your client base. Then you need to hire and train several top-notch engineers to monitor your services 24 hours a day and 365 days of the year to ensure maximum customer satisfaction. You need a manager to handle endless coordination and keep abreast of new development and maintenance. You needed it yesterday.

Who do you call? iGLASS Networks.

### The Peek – A success story

Before the [Peek](#) launched in September 2008, its founders realized that they needed a dynamic service to ensure seamless support that provided quality of service and non-interruption in service for its prospective customers. Enter iGLASS Networks. Within weeks iGLASS Networks provided a customized support service tailored for Peek's unique EC2 infrastructure.

The Peek is a simple palm-held gadget that allows you to send and receive emails while you are on-the-go. The Peek tackles just a single task: mobile email.



No phone, no browser, no camera, no hassle. Instead of forcing you to wrestle with laborious setup menus, the Peek simply asks for a name, email address, and password. That's it and your email is on-the-go with you.

On the front end, the Peek is a sleek 4 inches by 2.7 inches by 0.4 inches, with a large screen and thumb keyboard on the face. On the right edge of the Peek is a thumbwheel, which scrolls through lists and menus (you push in the wheel to select a menu command). Below the wheel is a Back/Cancel button. On top is the power button. Simple!

On the backend, the Peek utilizes Amazon's Elastic Compute Cloud (EC2) technology. Amazon's EC2 reduces the time required to obtain and boot new server instances to minutes, allowing you to quickly scale capacity, both up and down, as requirements change. Amazon EC2 changes the economics of computing by allowing you to pay only for capacity that you actually use. Amazon EC2 provides developers the tools to build failure resilient applications and isolate themselves from common failure scenarios.

The Peek was honored in 2008 as Time magazine's Best Invention; Wired's Favorite Gadget and was selected for a coveted position on Oprah's List of Gifts under \$100.

## An interview with Peek's chief geek, Dan Morel

**Q.** "I understand that when you were ready to launch the Peek you found that you had a business need that required an immediate solution. What exactly was your business need?"

**DM.** "We were basically going to launch with our new product in a month and realized that we needed a NOC. We didn't have the time to setup a full-time monitoring system or the funding to hire a bunch of people to provide 24-hour support to our prospective customers. It's a huge area and you basically have someone full time to setup a monitoring system and provide continuous support."

**Q.** “Tell me a bit about how you found iGLASS Networks?”

**DM.** “Well, we found them on the Internet. There aren’t many companies that do what iGLASS Networks does. They are a full service NOC solution that provided everything that we needed.”

**Q.** “What was your experience with the iGLASS team and their responsiveness to your immediate time to market schedule?”

**DM.** “It’s been fantastic. They took a really important part of our business and advanced it. The iGLASS team came in and completed the first half of the installation in a week and finished the second half of the installation the following week. It was crazy fast.”

**Q.** “Have there been any support situations where iGLASS has helped you with your customers?”

**DM.** “There have been about a thousand instances that iGLASS detected which has allowed us to keep a very high level of availability and high level of service. It’s a great product for anyone starting up a business because it saves you valuable time, money and the energy necessary to setup a full monitoring system and keep it running.”

## What iGLASS Networks offers

iGLASS Networks is a SaaS (Software as a Service) provider of innovative, outsourced network monitoring solutions to clients nationwide. There is no equipment to purchase, no staff to hire and you get a no hassle best-in-class support service. Our clients lease our equipment, monitoring service, software development and infrastructure. After consulting with you to assess your needs,



we install our equipment, software and then we monitor your network, 24 hours a day, 7 days a week and 365 days a year. We also work with you to develop specific solutions to meet your needs.

iGLASS Networks' focus is to monitor every single point on your network, keeping continuous real-time tabs on your infrastructure around the clock. To ensure your network consistently operates at its peak performance, our trained, knowledgeable staff oversees your network using comprehensive monitoring and managing strategies along with multiple protocols, methods and processes. When there is an issue, our experienced Network Operation Center (NOC) engineers alert you within minutes. This allows you to address that issue proactively instead of reactively and find yourself better equipped to avoid outages, minimize downtime, meet and document SLAs, increase customer satisfaction, ensure highly accurate reporting and achieve higher revenues.

You will be amazed by what iGLASS Networks can do for your business success. Whether you are a startup company or an enterprise-wide established business we can save you time, money and add a high level of availability and service to keep your network in state of the art condition.

Contact us for information about how our services can help you achieve a seamless support system for carefree network monitoring. We invite you to view a live WebEx demonstration to illustrate how we can add value to your business and save you time, money and stress. Your success is our success. Your network is our focus.



**Better, Faster, Cheaper**

**[www.iGLASS.net](http://www.iGLASS.net)**

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