

# Network Health Check and Assessment (NHCA)

## What is the Network Health Check and Assessment accelerated by PathSolutions?

The NHCA is a comprehensive, data-driven assessment of your network infrastructure, with a primary focus on switches, routers and firewalls. It leverages the industry-leading PathSolutions TotalView platform as the primary assessment tool, whose deep visibility and end-to-end telemetry enables impactful network discovery and mapping, optimal topology and device configurations, as well as security and resiliency improvements.

## PathSolutions TotalView

PathSolutions TotalView is an intelligent, automated network monitoring and root-cause analysis platform designed to deliver comprehensive visibility across the entire network stack. Unlike traditional tools that focus narrowly on traffic flow or device status, TotalView correlates configuration, performance, and error conditions across switches, routers, firewalls, and VoIP systems to pinpoint network configuration and performance issues.

Connection's Network Health Check and Assessment is a comprehensive service that helps to proactively identify and resolve performance bottlenecks, configuration issues, and potential risks within your network. Leveraging the advanced diagnostic and analytics capabilities of the PathSolutions TotalView platform, this service delivers actionable insights that support faster remediation, improved reliability, optimized performance, and reduced operational risk.

## Customer Benefits of the Network Health Check and Assessment

Our experienced network engineers combine their expertise with the power of PathSolutions TotalView to deliver a streamlined yet comprehensive network assessment that delivers deep insights. Working with your organization, our professional services team can leverage the assessment to drive to concrete outcomes which deliver improvements in network resiliency, performance, and security. Additional benefits of the assessment include:

- **Independent Expert Analysis:** Gain objective insights from certified professionals who bring third-party expertise and experience interpreting complex network data.
- **Rapid Time-to-Value:** TotalView's automated diagnostics allow assessments to be completed faster than traditional manual approaches, delivering results in days, not weeks.
- **Visibility into Hidden Problems:** TotalView quickly identifies latent or intermittent issues—such as duplex mismatches, cabling faults, misrouted VLANs, or QoS misconfigurations—that often go undetected by standard monitoring tools.
- **Baseline for Future Improvements:** The establishment of a performance and configuration baseline to measure progress against—and to support future initiatives like cloud migrations, VoIP rollouts, or security audits.
- **Justification for IT Investment:** Documented findings support budget requests for hardware upgrades and enhancements, staffing, or service improvements with concrete technical evidence and business impact.

## Beyond Actionable Insights: Potential Outcomes and Next Steps

- **Actionable Remediation Plan:** Receive a prioritized list of network issues with clear, step-by-step remediation guidance—focused on impact, urgency, and effort.
- **Remediate Identified Issues:** Connection experts can help you prioritize and address the most critical misconfigurations, hardware faults, or performance bottlenecks uncovered during the assessment.
- **Develop a Long-term Optimization Plan:** Assessment findings can be leveraged to guide strategic network upgrades, security hardening, and support for upcoming initiatives such as VoIP, SD-WAN, or cloud integration.
- **Schedule Follow-up Validation:** Connection's networking specialists can work with you to plan a follow-up engagement to verify remediation effectiveness and validate that performance baselines have improved.

## Why Connection?

Connection offers products, technical expertise, services, and solutions to help your business adapt to the ever-changing technology landscape. Connection designs and deploys infrastructure solutions tailored to your unique business needs, enabling you to optimize spend while enhancing agility.

## Enhancements—Optional Services Add-on Modules

- **Security Posture Awareness:** Flags misconfigurations and outdated firmware that may expose the network to vulnerabilities, supporting stronger compliance and security readiness. This add-on includes additional insights and recommendations, which are enumerated in the included assessment report.
- **VoIP and UC Performance Insights:** Offers deep visibility into voice quality metrics and call paths, enabling rapid resolution of call degradation and dropped call issues. This add-on also includes additional insights and recommendations, which are listed in the deliverable assessment report.

## What Is Included in the Network Health Check and Assessment?

- Network discovery and inventory mapping
- Configuration validation and compliance checks
- Performance and utilization metrics analysis
- VoIP and QoS health diagnostics (Voice/UC Add-on Service Module)
- Security posture observation (Security Add-on Service Module)
- Documentation of findings and prioritized recommendations

## Network Health Check and Assessment Deliverable Report

The Network Assessment concludes with a report which includes the following:

- Executive summary
- Network topology overview
- Device health and utilization summary
- Configuration findings
- Security and compliance observations (Security Add-on Service Module)
- VoIP and QoS analysis (Voice/UC Add-on Service Module)
- Recommendations and roadmap

The assessment report provides a comprehensive overview of network health, performance, inventory, and security insights based on data collected using PathSolutions TotalView. The report summarizes the top findings such as high-utilization interfaces, error-prone ports, misconfigured devices, or security issues. Sections include remediation planning, reporting outputs, and recommended next steps to enhance operational reliability.

## TotalView Adoption Acceleration

PathSolutions TotalView can remain in your environment to support your day-to-day operations following the assessment, and Connection's networking specialists can assist you with licensing and adopting the platform to further empower your IT operations teams.

To learn more about Network Health Check and Assessment, contact your Account Team today!

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