



AVAILABILITY MONITORING

When something goes down, your customers need to know what else it took with it — before the first phone call.

Downtime is measured in minutes. But the real cost isn't the outage — it's the time spent figuring out scope, notifying the right people, and escalating to carriers with evidence they'll actually accept. WanAware Availability Monitoring calculates blast radius automatically from the live Relationship Graph, submits carrier tickets with full diagnostic evidence the moment degradation is detected, and tracks SLA breaches without anyone having to remember to check. As the advisor, you deliver this capability under your own brand — and you become the first call when something goes wrong.

Bring this up when your customer...

- Has experienced an outage where scope and impact took hours to establish
- Manages multiple connectivity services and struggles to track SLA performance across carriers
- Has IT teams that spend significant time on incident bridges that could be shorter
- Has had SLA credits slipped through because breaches weren't documented in real time
- Is in a regulated vertical where availability evidence is required for audits or compliance

10B+
IP addresses
monitored globally
24/7

Auto
Carrier ticket with
evidence at
moment of event

SLA
Breach evidence
retained and
claimed
automatically

Real-Time
Blast radius from
live
Relationship Graph

What You Can Show the Customer

WanAware tracks availability across cloud infrastructure, ISP and backbone circuits, on-premises devices, SaaS dependencies, application tiers, and containerized workloads — all in a single view. When something goes down, blast radius is calculated automatically from the live dependency graph. Your customers stop learning what's affected from users.

How the Conversation Goes

The situation:

- Customer had an outage where it took 45 minutes just to confirm which services were affected.
- Customer's ISP disputed a service credit claim because the customer couldn't produce timestamped evidence.
- Customer's executive team asks for monthly availability report for their five most critical services.

What Gets Tracked



Cloud infrastructure
— all regions, all
services



ISP and backbone
circuits —
hop-by-hop path
monitoring



On-premises
infrastructure and
network devices



SaaS dependencies
and third-party API
availability



Application tiers
and Kubernetes
workloads



Service health with
redundancy
awareness — no
false alarms from
single-asset noise



Service Health That Reflects Reality

A single component failure should not declare a full service outage when redundancy absorbs it. WanAware propagates health through the service hierarchy so executives see real impact — not raw component noise. Your customers stop getting false emergency escalations.

Circuit Monitoring and Remediation (CMR)

CMR auto-submits tickets to carriers with latency trends, packet-loss metrics, and hop-level evidence the moment a circuit degrades. Escalations happen automatically. SLA credit claims are filed without anyone chasing the calendar.

