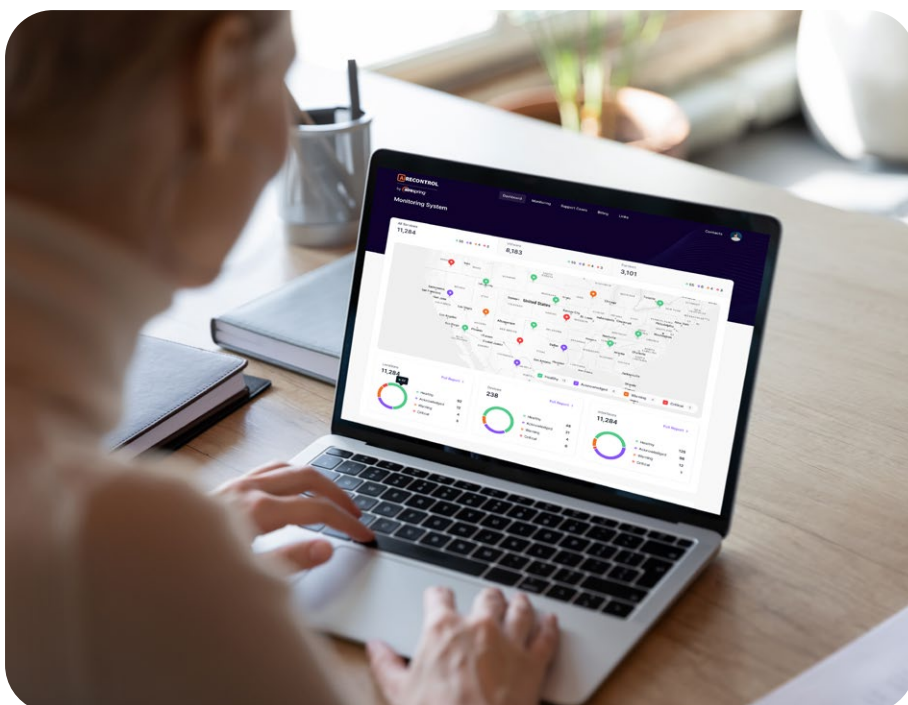


REMONITOR

A Core Component of the **AireCONTROL** ITSM Platform



Overview

AireMONITOR is the intelligent monitoring engine within AireSpring's **AireCONTROL** IT service management (ITSM) platform. Purpose-built for multi-vendor, multi-carrier environments, **AireMONITOR** delivers real-time visibility and performance tracking across all customer circuits and devices—whether provided by AireSpring or third-party carriers. Operating 24/7/365 through AireSpring's global network operations centers (NOCs), it empowers IT teams with proactive alerts, actionable insights, and seamless integration into automated incident workflows.

Key Features

- 24/7/365 monitoring from geo-redundant NOCs
- Unified visibility across all WAN circuits and devices
- Real-time dashboards for health, performance, and availability
- Monitoring of both AireSpring provided and third-party circuits
- AIOps-powered data monitoring from national power grids, weather alerting systems, and major carrier outages
- SNMP-based device telemetry (for supported Customer Premises Equipment (CPE))
- ICMP (ping) health checks for basic circuit reachability
- Integrated with AireALERT for intelligent notifications (email/SMS)
- Automated case creation and resolution via AireAUTOMATE
- Role-based dashboard access within AireCONTROL
- SLA tracking, incident history, and reporting tools

How It Works

AireMONITOR leverages SNMP (Simple Network Management Protocol) and ICMP (ping) to monitor circuit availability and device health. SNMP is used for detailed performance monitoring on AireSpring-provided CPE, while ICMP ensures basic reachability of customer-owned devices. Devices must be configured to allow AireSpring Network Monitoring System (SMS) access via static public IPs.

Benefits

- Minimizes WAN circuit downtime with faster fault detection
- Reduces IT Team workload by offloading monitoring to AireSpring's NOC
- Consolidates visibility across all locations and ISPs into a single dashboard
- Accelerates resolution with automated alerts and case creation
- Improves application performance and end-user experience
- Seamlessly scales your monitoring as your network grows

Integrated with the AireCONTROL Ecosystem

AireMONITOR is a foundational component of the **AireCONTROL** platform and works in concert with:

- **AireALERT:** For intelligent, customizable notifications
- **AireAUTOMATE:** For automated incident detection and ticket creation
- **AIOps Dashboards:** For proactive insights and anomaly detection
- **AirePOD:** Access to dedicated Tier 3 engineering support

Technical Requirements

- Static public IP on CPE for NMS reachability
- ICMP or SNMP support on CPE
- Signed LOA required for full incident management
- IPv4-only monitoring (IPv6 currently unsupported)



Ready to find out more? Contact us at 888-389-2899,
email sales@airespring.com, or visit our website at www.airespring.com.



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