highlight

Alerts

Issues can occur at any time within your network and applications. With Highlight, you don't need to be logged in 24/7 to know when something has gone wrong.
Using email alerts, a user can be notified through various customisable methods:

- Certain folders or locations
- Specific watch types – for example only ADSL circuits
- Stability, load or health issues
- Issues that occur during business hours only
- When issues start or clear
- When issues have been ongoing for a set duration
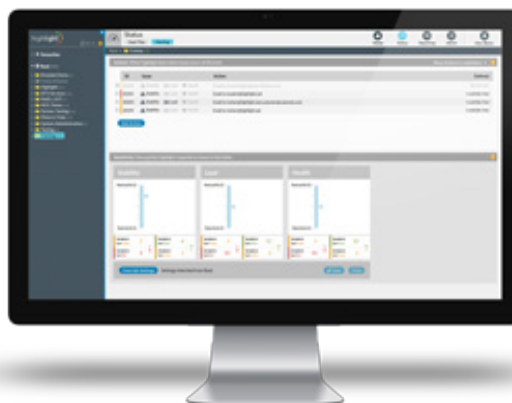
These alerts are flexible so that they can be used to auto-generate tickets into your preferred management system creating a more efficient, streamlined process for support teams.
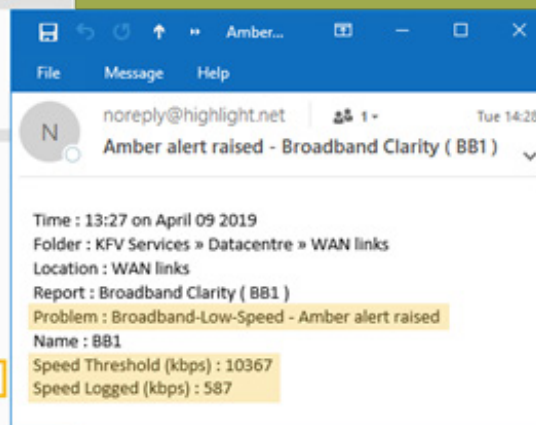
Reports

Highlight's powerful reporting engine means you can use relevant data from your network to see historical trends from the past year and make fact-based decisions for future planning. This data is useful for capacity planning or recommendations to improve network performance.

Simple navigation allows you to see summarised statistics for a selected period of time over a day, week or month. It includes the duration or quantity of outages that occurred or the response times on a performance test. The visual graphs are perpetuated across the reporting functionality and allow click-throughs for more detailed information on specific elements. Reports are flexible, so you can see more than just one circuit at a time providing you with your network's transparency.

Highlight has a range of predefined report templates available which can be saved and customised to only show what's needed. Reports are generated within seconds or can be scheduled to arrive in an email inbox, even non-Highlight users, on the first day of the month.
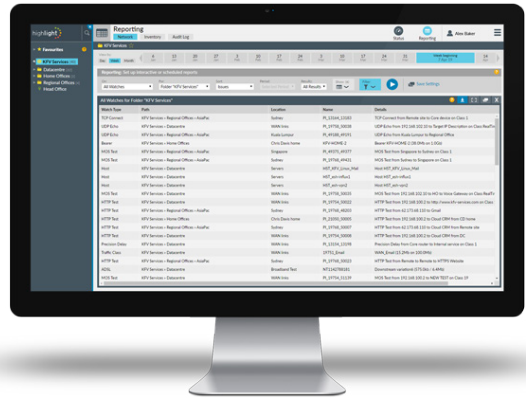
highlight — Scheduled reports — BroadbandReport
Generated on 10 Apr 2019

All Watches sorted By Broadband Speed
for day of 09/04/2019 to 09/04/2019

View more reports ▶

Watch Type	Location	Name	Details	Availability	Outages	Lowest Speed Downstream	Upstream	Speed Changes	
ADSL	WAN links	BB1	Broadband Clarity (539.0kb / 2.6Mb)	99.583 %	6m	587.00 kb	263.00 kb	2	▶
ADSL	Broadband	NT1472690789	Lots of changes/instability2 (1.2Mb / 3.1Mb)	100.000 %	0m	3.07 Mb	1.19 Mb	10	▶
ADSL	Broadband	NT01215527340	Test DrayTek (1.2Mb / 8.1Mb)	100.000 %	0m	8.12 Mb	1.22 Mb	0	▶
ADSL	Broadband2	NT1902637661	Auto Threshold (1.1Mb / 8.1Mb)	100.000 %	0m	8.13 Mb	1.08 Mb	0	▶
ADSL	Broadband2	NT1159614566	Downstream variation13 (739.0kb / 9.7Mb)	100.000 %	0m	9.73 Mb	308.00 kb	41	▶
ADSL	Broadband2	NT1454314711	Downstream variation10 (20.0Mb / 62.8Mb)	100.000 %	0m	60.80 Mb	20.00 Mb	5	▶
				99.980 %	6m			58	

All your managed services in a single pane of glass
Highlight provides clear detailed reports on applications and service performance across your network

View my network ▶

This email has been sent from **Highlight scheduled reports**
If you no longer wish to receive these updates please go to the reporting section in Highlight and remove your email address from this report. For more information visit our Help & Support Centre

The reporting capability allows for both service manager and customer to see clearly the same information and react to data in a positive way.