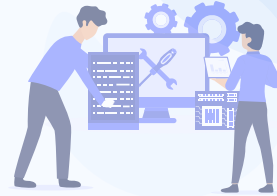


Proactive Network Monitoring

Find and fix IT issues before your team even notices them



Generally IT support operates on a reactive, "break-fix" model where your internet drops, your team **stops working**, you log a ticket, and you **wait**. In today's fast-paced digital landscape, waiting for a system to crash is an **incredibly costly** strategy that directly impacts your bottom line.

At Breakwater IT, we completely eliminate the break-fix merry-go-round. With our advanced Network-as-a-Service (Naas) model we can use tools to **constantly watch** your network's vital signs. By identifying thermal spikes, bandwidth bottlenecks, and failing hardware in the background, we resolve performance degradation long **before** it ever impacts your workday.

Complete ISP & Vendor Management:

When an external connection drops, the last thing you should be doing is sitting on hold with a telco. We take total ownership of your connectivity. If there is a carrier fault, we manage the ISP directly—diagnosing the line, escalating the ticket, and driving the resolution while you stay focused on your business.

Transparent & Actionable Reporting:

We don't just monitor your network in the dark. We translate complex telemetry data into plain-English intelligence. Through our Quarterly Business Reviews, we show you exactly how your infrastructure is performing, where traffic bottlenecks are forming, and what needs to scale to support your growth.

