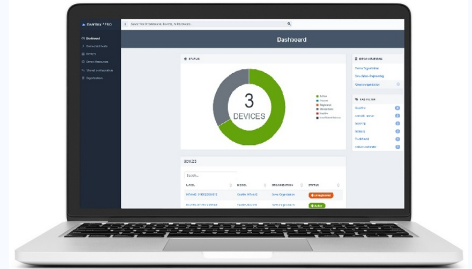


MANAGED SERVICE PROVIDERS

From Network Monitoring to Network Recovery

Building a repeatable out-of-band resilience layer across distributed customer environments.



“ **Monitoring tells you a customer is down.**
Gearlinx gives you a way back in. ”

THE CHALLENGE

The management path can disappear at the exact moment engineers need it most.

A managed service provider supporting multiple customer networks needed a better way to maintain access when the production network was unavailable. The MSP already monitored routers, switches, firewalls, servers, and other critical systems remotely. But many of those tools depended on the same network they were being used to manage. A WAN failure, firewall issue, configuration problem, or locked device could remove the primary path precisely when engineers needed access most.

01

Multi-customer complexity

Different sites, topologies, hardware, and recovery requirements.

02

Remote support pressure

When normal connectivity fails, waiting for onsite access adds time and cost.

03

Avoidable site dispatches

Some outages become truck rolls simply because the equipment cannot be reached.

04

Fragmented lifecycle context

Status, location, warranty, subscription, alerts, and asset data can live in separate tools.

THE GEARLINX SOLUTION

A separate management and recovery layer - without replacing the customer network.

The customer primary network continues to carry business traffic. Gearlinx provides an independent operational layer for access, visibility, troubleshooting, and recovery when normal management paths are not enough.

CUSTOMER PRIMARY NETWORKS

Business Connectivity + Applications

WAN, LAN, internet, cloud, security, applications, and site-to-site traffic continue to run normally.

GEARLINX MANAGEMENT LAYER

Access + Visibility + Recovery

Direct console access, wired or cellular OOB, fleet organization, alerts, lifecycle context, and recovery.

ONE MSP RECOVERY FRAMEWORK



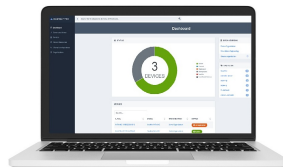
THE PLATFORM



HIGH-DENSITY OOB

NR4400

- 16 or 48 RS-232 serial ports
- 1GbE + 10GbE connectivity
- Optional dual-SIM global 4G LTE



CLOUD MANAGEMENT

ZERO

- Organizations and device groups
- Locations, alerts, reporting
- Warranty, subscription, lifecycle



COMPACT CELLULAR OOB

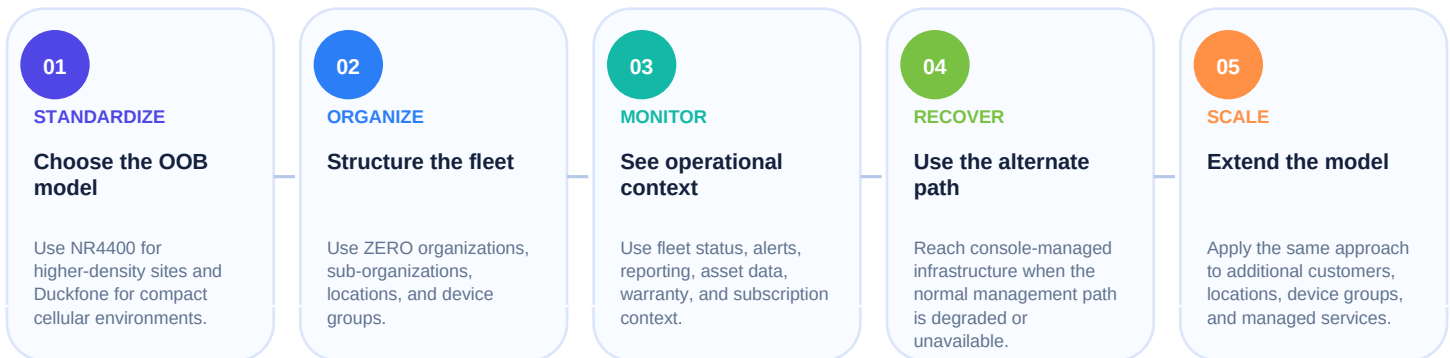
Duckfone

- 4 serial ports + 1GbE
- Dual-SIM 4G LTE + PoE+
- ZTP, REST API, ZERO management

FROM OUTAGE DETECTION TO REPEATABLE RECOVERY

Turn out-of-band management into a scalable MSP service layer.

Gearlinx gives MSP teams a practical operating model for organizing fleets, reaching affected infrastructure, recovering remotely, and extending the same approach as new customers and sites are added.



THE BUSINESS IMPACT

For the MSP

A more consistent, scalable operating model.

- ✓ Faster remote recovery from network events
- ✓ Fewer avoidable onsite dispatches and truck rolls
- ✓ Stronger SLA support and service consistency
- ✓ Standardized operations across mixed customer environments
- ✓ Recurring managed network resilience service potential

For the Customer

A faster, more resilient support experience.

- ✓ Independent access when the production path is unavailable
- ✓ Faster start to troubleshooting and recovery
- ✓ Reduced disruption across distributed locations
- ✓ Support for data center, branch, edge, and remote sites
- ✓ A management model that scales as the environment grows

MSP + CHANNEL GROWTH

Technology for the customer. A partner model for the MSP.



Modern managed IT should not stop when the network goes down.

Gearlinx helps MSPs recover faster, operate smarter, and build a repeatable network resilience service.