

Remote Monitoring Service

Keeping your systems operating to their full potential.

Our Remote Monitoring Service was designed to provide you with additional peace of mind about the health of your overall network. Servers and local area networks (LAN) are among the most important capital investments of many businesses. The continued availability of network servers and associated hardware and software is often critical to the success and operation of a firm.

THE SERVICE

Our Remote Monitoring Service provides basic 7x24 monitoring of computers, network hardware, operating systems, applications and email systems.

We employ highly-trained support professionals and best-of-breed network monitoring tools to notify our clients of pending problems by initiating automatic responses to common server and application problems.

THE FEATURES

Basic features of our Remote Monitoring Service include:

Event monitoring

An event is a failure, an interruption, or a stoppage in service. An event may also be a warning of a potential problem based on your predetermined operating thresholds. The monitoring facility includes a correlation engine that monitors all events, initiates manual or automated corrective activity, and collects information on your behalf that can be used for follow up analysis.

Application monitoring

Enterprise success very often depends upon continued, uninterrupted access to key applications such as accounting, payroll and general ledger. Application monitoring allows for the timely notification of application failures and automated responses to several of the common errors within applications that cause disruptions and failures.

Disk space monitoring

We consult with you to define an optimal level of available disk space and computer performance for your end-users. Based on these parameters, we inform you of potential problems using state-of-the-art monitoring agents.

Hardware monitoring

A variety of hardware environments can be monitored to ensure the health and reliability of your environment. Proactive measures can be employed to increase the reliability of your network.

Database monitoring

Both monitoring agents and automated processes are

used to ensure databases are performing at peak efficiency. This allows us to notify you of database events and implement automated responses to common events.

Internet services monitoring

The markets for consumer and corporate Internet services are growing rapidly, and Internet Service Providers are challenged to maintain the highest level of availability for those services that fall under their control: file transfer, email, news-groups, and domain name services. Critical servers are monitored to ensure high availability, and to limit potentially costly or damaging security problems associated with Internet access.

THE BENEFITS

Some of the benefits of our Remote Monitoring Service include:

- Reduces the risk associated with enterprise computing by increasing the control of the environment and improving your ability to recover applications and data quickly.
- Ensures a proactive approach to monitoring.

You set thresholds for individual parameters. An automatic notification is sent to the operator if the threshold is exceeded.

- Activates corrective action quickly by pinpointing potential problems before they impact productivity.
- Provides consistent event filtering, sorting, and control and escalation capabilities.
- Maximizes the availability of applications and servers because system errors are identified and located quickly.
- Reduces routine administrative overhead. Your technical resources no longer have to dedicate time and energy to monitoring systems for availability problems before they occur. You now have more time to focus on profitable activities for your company.
- Allows for a global, yet centralized monitoring of multiple, often complex technologies.
- Proactive measures can be undertaken to address application/disk management issues before they occur. This allows for the fine-tuning of the server environment, adding to the overall health of the network.