



**Real Time
Monitoring:
Features, Functions
& Benefits**

Technology for the way you
do Business!

Features, Functions & Benefits - 24x7 Checks

Feature	Function	Benefits
Windows Services Checks	<ul style="list-style-type: none"> Checks every 5 or 15 minutes to ensure Windows services are functioning Sends an alert and updates Dashboard if not Can be enabled for any or all Windows services 	<ul style="list-style-type: none"> Faster response to problems. You'll get an alert in 7.5 or 2.5 minutes on average (for 15 minute and 5 minute checks respectively) so you can begin to act fast. More accurate response. Specific, accurate alerts mean you'll see the root cause and can act on that. More uptime = less user frustration.
Disk Space Check	<ul style="list-style-type: none"> Checks disk space every 5 or 15 minutes. Alerts you if any disk has less space (by percentage or gigabytes) than a set threshold. 	<ul style="list-style-type: none"> Pre-empts downtime caused by full disks. Client has fewer interruptions and more uptime.
PING Checks	<ul style="list-style-type: none"> Pings any internal or external device including routers, printers, etc. Sends an alert & updates your Dashboard if problems are found 	<ul style="list-style-type: none"> Faster response to network problems means more uptime. Can determine if remote offices are available
TCP Service Check	<ul style="list-style-type: none"> Determines if specified ports at ISP or internal network are either (a) available or (b) closed. Often used to ensure ISP is accepting connections to SMTP, FTP, POP3 or other services. Can be used for IMAP, DNS or VPN port checks Alerts you if ports that should be open are closed, or if ports that should be closed are open. 	<ul style="list-style-type: none"> Ensures you are alerted whenever ISP services fail so you can act fast to get re-connected Specific, accurate alerts to the root cause quickly. Faster resolution and more uptime is the result. Enables you to ensure specified ports are closed, and thus keep systems secure
Website Check	<ul style="list-style-type: none"> Alerts you if a specified website is not serving the expected text 	<ul style="list-style-type: none"> Can alert of website downtime Improved website uptime and consequent increase in sales or customer service.
SNMP Check / RAID Array Check	<ul style="list-style-type: none"> Alerts you when a specific SNMP message is generated that exceeds the defined thresholds. SNMP can be used to monitor a number of conditions within the server. Default support for Dell's Array Manager and Storage Management in addition to HP/Compaq's Intelligent Drive Management 	<ul style="list-style-type: none"> Helps you deal with developing problems immediately and maximize uptime. Specific, accurate alerts help resolve problem faster and boost uptime. Automated checks inspire confidence. You'll know any problem will be dealt with promptly.

Features, Functions & Benefits - **Daily Safety Checks**

Feature	Function	Benefits
Anti-Virus Pattern File Check	<ul style="list-style-type: none"> The system can alert you when the anti-virus pattern file being used on the server is not the current version being recommended by the AV vendor. Alerts are generated for AV out-of-date conditions and the condition is posted to the Dashboard. 	<ul style="list-style-type: none"> Enables you to act swiftly to ensure the pattern file is updated, so you remain safe from attack resulting in fewer virus infections and less downtime and hassle. Automated check – rather than manual – inspires confidence in the systems. They know it's getting checked every day.
Backup Complete Check	<ul style="list-style-type: none"> The system can alert you when the backup(s) did not successfully complete. You can indicate whether 'Complete with Exceptions' is treated as a pass or a fail. 	<ul style="list-style-type: none"> Ensures there is always an up-to-date backup. Keeps your business safe. Avoids situations where a disaster (disk crash etc.) turns into a business-threatening catastrophe. Automated check inspires confidence. You'll know data is safe. Lowers data recovery charges.
Drive Space Consumption Check	<ul style="list-style-type: none"> Alerts you if a disk begins to fill at a faster rate than the threshold set. Enables you to spot problems as they develop and act before the resulting system crash. 	<ul style="list-style-type: none"> Enables us to act on the root cause (the reason why the disk is filling) rather than dealing with the resulting symptom (a crash). Delivers an 'ounce of prevention' and ensures high levels of uptime. Automated check inspires confidence.

Feature	Function	Benefits
Critical Events Check	<ul style="list-style-type: none"> The system can alert you to the number of distinct critical events in any of the event Logs during the past 24 hours. It provides detail on either the 10 most numerous or ten most frequent (your option) critical events in any of the Event Logs. 	<ul style="list-style-type: none"> Helps in spotting developing problems before they become serious impediments to business. Greater uptime and less systems hassle.
Microsoft Exchange Check	<ul style="list-style-type: none"> Checks the size of the Information Store and alerts you if it exceeds a threshold set. Avoids Information Store crashing into the preset limit on SBS servers. 	<ul style="list-style-type: none"> Helps you deal with developing problems so as to avoid major crashes and complicated recovery processes. Result in more reliable email systems. More uptime, less systems hassle and the other consequential benefits of having reliable systems (better customer service, higher employee satisfaction, etc.) are the result. Automated check inspires confidence in the systems.
Hacker Check	<ul style="list-style-type: none"> The system can alert you if failed login attempts exceed a set threshold Helps you identify hacker attacks. Can recommend added security measures. 	<ul style="list-style-type: none"> Safer systems. More uptime due to fewer successful hack attempts. More confidence in systems. Less cost incurred for cleanups.
Physical Disk Check	<ul style="list-style-type: none"> The system can alert you when any attached disk is reporting errors. 	<ul style="list-style-type: none"> You'll be able to act before a crash happens. Less disruption, greater uptime so you can focus on business – not systems.

Features, Functions & Benefits ~ Other Features

Feature	Function	Benefits
Heartbeat	<ul style="list-style-type: none"> Alerts you if no data has been received from the server within 1.5 or 1.8 cycles (i.e. 1.5 x 15 minutes) Ensures you are notified if server has completely crashed or if communication has been completely lost. 	<ul style="list-style-type: none"> Ensures everyone is notified of server crashes so we can respond promptly and get them back into service. Provides 24-hour cover so we can respond to server crashes during the night or weekends. Uptime for critical applications is maintained.
Client Portal	<ul style="list-style-type: none"> Can view the exact status of your systems via the Dashboard. 	<ul style="list-style-type: none"> Inspires confidence in IT systems.
MiniDash	<ul style="list-style-type: none"> Can view exact status of systems via phone or PDA 	<ul style="list-style-type: none"> Inspires confidence in systems and support Provides a convenient way of staying on top of critical applications during out-of-office hours
Wall Chart	<ul style="list-style-type: none"> Can view Wall Chart (showing current critical issues) on a dedicated screen 	<ul style="list-style-type: none"> Can always be on top of systems Greater confidence in systems and support
Client Reports	<ul style="list-style-type: none"> Can receive a daily or weekly report of the results of the Daily Safety Check Receive a Monthly Report providing comprehensive details of the cause of outages, disk growth rates, Exchange growth rates and more. 	<ul style="list-style-type: none"> Greater confidence in systems Greater confidence in support. Provides proof that systems are being watched each and every day. Monthly reports and trending means you're more able to budget accurately for upgrades.