

Managed Services | Monitoring

SUMMARY

Our Monitoring managed service tracks the leading indicators in your infrastructure such as CPU utilization, drive capacity and server availability so you can rest assured that if an issue arises, you will get the notifications you need to run your business effectively. Combined with 24 X 7 X 365 support, you can reduce valuable time spent on monitoring your own system, freeing up your resources for more important tasks.

GETTING STARTED

- You initiate a service request
- Bluelock Client Support conducts an initial discovery discussion to understand your goals, requirements and budget
- Bluelock Client Support configures the necessary monitoring and alerting services
- Ongoing Monitoring service begins

SERVICE DELIVERY

Bluelock Monitoring provides vital information to help you manage server health and monitor for service interruptions. Plus, our experts are always available and dedicated to your business's IT health.

A Variety of Monitoring Choices

- Host availability
- Website availability
- MySQL
- Interfaces
- Drive capacity
- Memory usage
- Remote access availability
- Read-only disk mode

Custom Alerting

Alert thresholds can be set to any specification within the limits of the monitoring system. You can also designate specific alerts to be sent to particular team members depending on the service being monitored.

First Response

Each monitored service is checked every 5 minutes. If the service doesn't meet the operational parameters, it is monitored every minute until recovered. All host availability, read-only disk mode and environment-access related alerts are sent to the Bluelock Client Support team for immediate action.

KEY BENEFITS:

- *Peace of mind – your environment is always being watched*
- *Improve operational efficiency*
- *Increase staff productivity*
- *24 X 7 X 365 support*

SMART TECHNOLOGY

Proactive Protection

Our goal is to ensure that your environment is running 24x7. We take uptime seriously and are dedicated to maintaining availability of your infrastructure.

Real-time Visibility

Our performance monitoring systems provide you the real-time visibility to resource utilization statistics so you can make informed decisions and proactively predict the impact of your applications.

Low System Overhead

Our Monitoring managed service does not require a software agent to be installed on your virtual machine, freeing up memory, CPU and storage space for more important items.

Always-on Alerting

Have peace-of-mind with our always-on alerting. Your environment is being watched around the clock to create greater staff productivity.

Alert Dashboard

You'll have real-time general and deep-dive access to vital infrastructure data on one useful dashboard, as well as historical data, that can help predict future needs.

SYSTEM REQUIREMENTS

Operating Systems Supported: Microsoft Windows® Server 2008 R2 / 2008 / 2003 32- and 64-bit editions; RedHat v4 / v5 /v6
Management: Internet access via a public IP address
Monitoring is an optional offering.

SERVICE REQUIREMENTS

Monitoring requires a publicly accessible IP address. Bluelock will need ping and SNMP access to the environment.