



## Server Monitoring & Management Services

### *Technologies Covered*

Device Type	Manufacturer & Model
Hardware	Dell, HP, IBM
Operating Systems	Microsoft Windows 200/2003 Linux: RedHat Unix: HP-UX

### *Benefits of the Service*

- ✓ NO appliance required on customer premises
- ✓ NO agent required to be loaded on customer hardware, thus no security risk
- ✓ NO touch (easy transition of devices to enable the service)
- ✓ NO hassle
- ✓ Extremely cost effective for 24x7 coverage

### *What Enables the Service*

- ✓ Sophisticated monitoring infrastructure at Total Networking Solutions LLC's Remote Management Center.
- ✓ Customer Portal which can be accessed online for real-time device status and reports.
- ✓ Standardized, best-in-class tools
- ✓ Secure & redundant connectivity
- ✓ Technical personnel with in-depth domain expertise in servers & operating systems
- ✓ ITIL-based processes with BS15000-certification

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Contact us at **Total Networking Solutions LLC, PO Box 311, Pennsville NJ 08070**

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### ***Service Deliverables***

We offer a risk-free subscription-based model with no upfront investment. You can sign up for the monitoring-only service, or the more comprehensive management service (which includes monitoring).

<b>Monitoring &amp; Management Services</b>	<b>Monitoring</b>	<b>Management</b>
Reporting Server & Server Component Availability Status	✓	✓
Reporting Threshold Violation for Server Parameters	✓	✓
Real-time Alerting and Notification	✓	✓
Summary Reporting	✓	✓
Incident Management		✓
Change Management		✓
Backups		✓
Patch Updates		✓

The monitoring services include the following services as the standard package. However, customers can request modifications to these parameters.

<b>Standard Package for Monitoring Services</b>		
<b>System Services/Processes – Up/Down Status</b>		
<b>Windows</b>		
Server		
RPC		
Anti-Virus Client		
Netlogon		
Workstation		
<b>Linux</b>		
Processes		
Network Service		
NFS		
DHCP Daemon		
Print Daemon		
<b>Windows</b>		
<b>System Resources</b>	<b>No. of Instances</b>	<b>Alerting Threshold</b>
CPU(s) Utilization %	1	80
Memory (RAM) Utilization %	1	80
Physical Disk(s) Utilization %	1	80
Logical Disk(s) Utilization %	2	80

Thresholds for alerting can be modified on a case-by-case basis.

The management services include the following services. All monitoring services are part of the management services.

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	Deliverables	Exclusions
Incident Management	Fault isolation and resolution	Customer intervention required for bringing system back up.
Change Management	System Configuration Changes, Operating System Parameter Changes, Patch Updates*, Anti-Virus Signature File Updates**	User and Group Creation, Modification and Deletion. File and Folder Permission Admin. Application Installation Hardware Add/Move/Changes
Backups	Scheduled Backup Management (Scheduling, Status Monitoring, Success Validation)***	Media Mounting and Rotation for Backups. Client Side Device Configuration, Troubleshooting, or Support. Onsite Server Side Support. Routine Log Analysis. Management of Application(s) Web Server(s)/Application Server(s)/Database Server(s)/Database(s) running on the Operating System. Active Directory Support.

**Notes:**

\*Patch update is based on patch advisory from vendor or third-party advisory services retained by Customer. Microsoft no longer provides patch advisories or patches for Windows NT.

\*\*Based on Customer's subscription to anti-virus service.

\*\*\*Backup Management provided using standard (i.e., Veritas, Legato) backup software, and supported backup devices (i.e., DATs, DLTs, Tape Libraries, Disk Arrays, and Optical Jukeboxes supported by these applications.)

**Service Levels**

Monitoring Alert Notification	
Response Time	15 minutes
Communication Methods and Contacts	
E-Mail	Up to Three (3) Designated Contacts
Pager	Up to Three (3) Designated Contacts
Service Level Compliance	
Percent Compliance	95%

Management Incident Management		
Severity	Response Time	Resolution Time
S1	15 Minutes	2 Hours
S2	30 Minutes	6 Hours
S3	30 Minutes	1 Working Day
Service Level Compliance	95%	95%

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## **Delivery Infrastructure**

The services are rendered through a secure environment. As the services use an agent-less service monitoring system architecture, there is no need to install anything on your devices. There is no need to run any encryption on your systems and devices. A gateway-to-gateway VPN makes the setup scalable to add more devices easily and quickly.

- Security initiated at
- VPN 3DES encryption used for data transfer
- Link between
- Portal access is over HTTPS
- \_\_\_\_\_
- Service delivery engineers go through a rigorous hiring and training process and are screened by

## **Committed to Your Success**

The need for a reliable, scalable, available and security-rich IT infrastructure has never been more critical to the success of your organization. Our comprehensive set of services can help you optimize your IT investments, improve performance, achieve availability objectives and avoid costly problems.

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