

# Essential Support Services

## “SYS-Watch Pro”



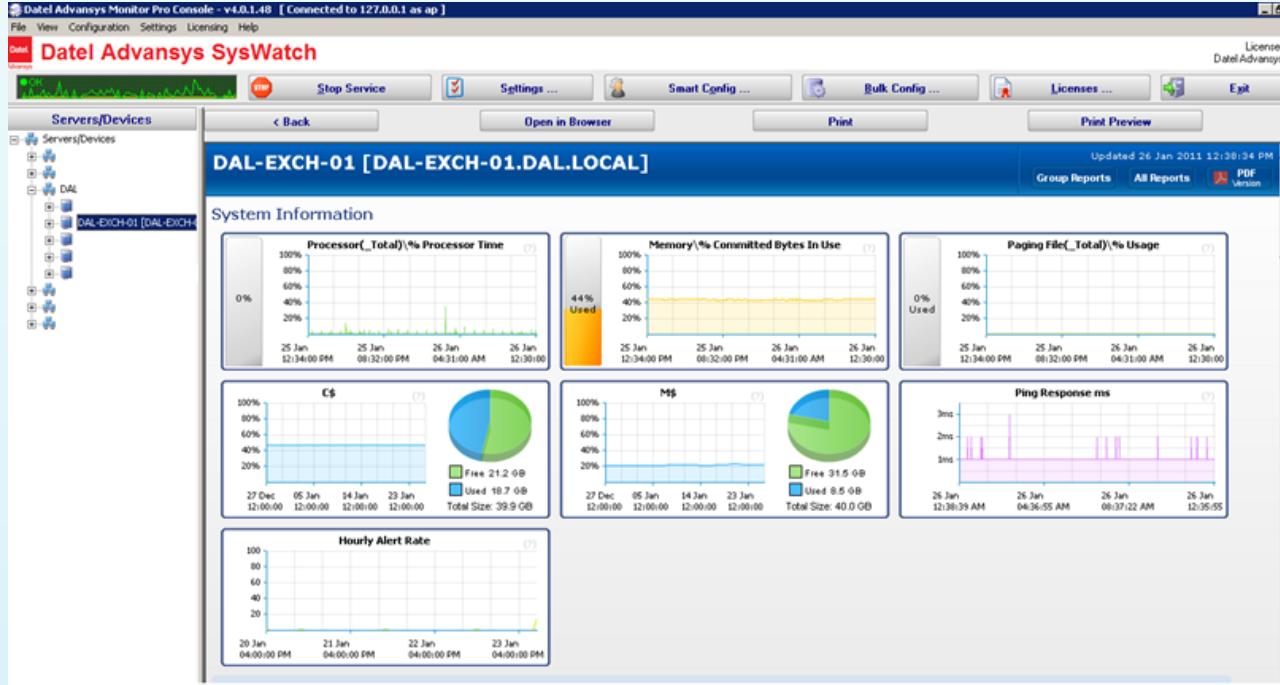
Businesses today are more reliant than ever before on their IT systems to deliver value and service to their customers. The reliance on increasing numbers of applications and the interoperability between them has led to various hardware and software technologies being adopted to enhance availability levels. The result is the ability to maintain service whilst a failed component is fixed.

Using these technologies however renders the traditional method of placing a support call when a problem is encountered somewhat late in the process.

The Datel Advansys SYS-Watch Pro service con-

stantly monitors your environment in order to predict and pre-empt service and performance interruptions, and alert our support teams of potential future issues, thus allowing us to maintain it in its optimal state.

We install and configure our SYS-Watch toolset within your environment, monitoring each of your servers for key parameters sending alerts to our technical teams in the event that a pre-set event or threshold is reached. This enables our specialists to assess and react to the problem leaving your staff to focus on their core business functions.



The service not only covers the monitoring of server infrastructure, core network, and operating system environments on a 24 x 7 basis, but also includes two service levels depending on your requirements. ‘Standard’ provides access to skilled personnel during UK business hours,

whilst the ‘Enhanced’ offering provides full support on a 24x7 basis

The service can be viewed as an extension to your in-house capability with the specialist expertise available as and when specific needs dictate for a set monthly charge.

# Essential Support Services



The screenshot shows the Datel Advansys Monitor Pro Console interface. The top menu bar includes File, View, Configuration, Settings, Licensing, Help, Stop Service, Settings..., Smart Config..., Bulk Config..., Licenses..., Print Preview, and Exit. A license key 'Licensed Datel Advansys' is visible in the top right. The left sidebar lists 'Servers/Devices' with a tree view showing 'DAL' and 'DAL-EXCH-01 [DAL-EXCH-01]'. The main area has tabs for 'System Details', 'Monitor Status', and 'Recent Errors'. The 'System Details' tab displays system information: Uptime (2 days, 17 hours, 19 minutes), OS (Microsoft Windows Server 2008 R2 Enterprise 6.1.7600), CPU (Intel(R) Xeon(R) CPU X5550 @ 2.67GHz (64 bit, 0KB L2 Cache, CPU socket #0)), Memory (16GB), and Model (VMware Virtual Platform). The 'Monitor Status' tab lists several monitors with their last state and next run time: Critically Low Disk Space Check (OK, 26 Jan 2011 1:42:53 pm), Event Log Monitor (OK, 26 Jan 2011 1:44:35 pm), Mail Server Monitor (OK, 26 Jan 2011 12:51:30 pm), Monitor services on DAL-EXCH-01.DAL.LOCAL (OK, 26 Jan 2011 12:51:48 pm), Ping DAL-EXCH-01.DAL.LOCAL (OK, 26 Jan 2011 12:51:03 pm), System Performance Metrics (OK, 26 Jan 2011 12:51:10 pm), and Very Low Disk Space Check (OK, 26 Jan 2011 4:39:34 pm). The 'Recent Errors' tab shows one entry from 23 Jan 2011 9:43:50 pm: Event Log Monitor, with details: \* Event Time: 23 Jan 2011 03:08:50 PM, \* Source: MSExchange SACL Watcher, \* Event Log: Application, \* Type: Error, \* Event ID: 6003, \* Description: SACL Watcher servicelet encountered an error while monitoring SACL change. Got error 1722 opening group policy on system dal-dc-02.dal.local in domain dal.

## SYS-Watch Pro solution includes:

- Provision of Datel SYS-Watch Pro software licenses
- 24x7 remote monitoring of your servers, networks and Operating Systems
- On-line access via VPN for our technical teams to login and diagnose problems during business hours
- Optional 'Enhanced' service level for full 24x7 support
- Liaison with third parties for vendor maintenance
- Assistance and guidance on patching microcode and operating system environments
- Service reviews including performance, availability, and improvement recommendations
- Provision of additional Technical Consultancy Units to provide access to specialist technical skills not specifically covered under the general contract terms.
- Management of third party contracts