Managed Hosting

www.nrsoftware.com

Intelligent Monitoring – Premium

Product Description

NR Software Intelligent Monitoring – Premium service delivers the most comprehensive level of managed professional services in support of NR Software Intelligent Monitoring services. NR Software project managers and support analysts support fault correction. NR Software Intelligent Monitoring technology is based on core scripts that check specific host capabilities for the four parts of the ISO Network Management areas.

Examples of Premium Service Features

- Action Support Procedures containing proactive tasks
- Complete incident ownership with Incident Root Cause Analysis, when appropriate
- Change Management Coordination, Review, Risk Assessment and Justification
- Release Management Planning, Deployment and Acceptance
- Monitor Ticket Activity to reduce false-positive and non-critical Items
- Streamline resolution procedures to reduce resolution times of tickets
- Configuration Identification, Planning, Control and Optimization
- Availability, Response Time, Trend, and Performance Analysis

OS Monitoring Overview

The OS monitor process is responsible for generating a heartbeat once a minute and if a machine misses more than 5 consecutive heartbeats, the trap receiver immediately sends a priority alert to the NR Software Computer Operations for action. OS support includes Microsoft® Windows, Solaris® and Linux.

BENEFITS

- ✓ Project Management for Installation
- ✓ Proactive patch management
- ✓ 24x7 Support Operations Center Coverage
- ✓ Event Correlation and Validation
- ✓ CCC Portal Access (System Health, Ticket Activity and Trend Reports, Performance Reports)
- ✓ Ticket Tracking, Communication, Notification and Escalation Management

Web Server Monitoring Overview

The Web Server monitor process controls Web Server monitoring scripts to assess the overall health, performance, configuration, and security of the web server environments. Web server support currently includes products such as Apache®, IIS® and SunOne®/Netscape®.

Application Monitoring Overview

The Application monitor process currently supports the following applications: Cold Fusion®, Citrix® Metaframe, Microsoft Exchange and BEA Weblogic®.

Database Monitoring

The Database monitor process controls Database Server monitoring scripts to assess the overall health, performance, configuration, and security of the Database Server environments. Databases support currently includes: Oracle®, SQL Server® and MySQL®.

For a complete list of service features, contact a NR Software sales representative.

For more information visit **www.nrsoftware.com** or call **310-309-3715**.

©2004 NR Software Systems. All rights reserved.
All trademarks property of their respective owners.