



# Server & Application Monitoring Service

Increase Service Availability

Lower IT Operating Costs

Enhance Productivity

Due to the critical nature of many server-based applications, downtime can have a significant business and financial impact on organizations - resulting in lost revenues, reduced productivity and decreased customer confidence. The **Server & Application Monitoring Service** offered by **VITAL Network Services®** increases service availability by delivering around-the-clock monitoring for each layer of the server architecture.

## 24/7 Support for Your Hardware, OS & Applications

By proactively monitoring the physical and virtual servers, as well as the operating systems, applications and data running on the hardware platforms, VITAL's Server & Application Monitoring Service helps organizations of all sizes quickly pinpoint issues within their server environments. VITAL's specialized staff proactively monitors the server architecture using a combination of monitoring tools to identify availability and performance issues in near real-time. Upon identification, VITAL isolates the issue and notifies the customer for remediation. Table 1 provides an overview of the various service components included with VITAL's Server & Application Monitoring Service.

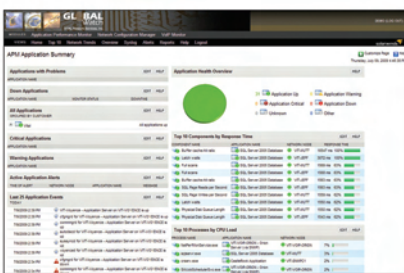
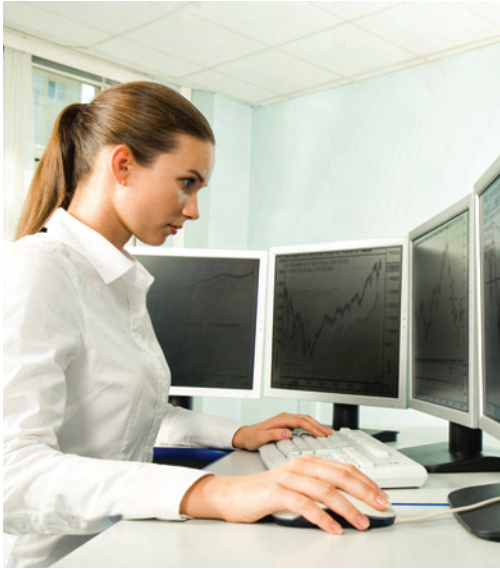


Table 1. VITAL's Server & Application Monitoring Service Components

Fault Monitoring	Hardware Monitoring	Performance Monitoring	OS & Application Service Monitoring
Up/down fault identification and notification for the servers under contract	Failure identification and notification for the specific hardware components* (i.e. hard drives, memory, CPU, fans, power supplies, etc. . .) within the server platforms under contract	Identification and notification of server health and performance-related issues that could jeopardize the services running on the servers under contract	Identification and notification of OS and application service failures and performance-related issues operating on the server platforms under contract

\* Requires the installation of the proper hardware manager on each managed server. Features/capabilities vary by hardware vendor.



**Improve Service Availability with VITAL's Server & Application Monitoring Service**

- Immediate notification of outages and performance-related issues significantly reduces the Mean Time to Repair (MTTR) for problems
- 24/7 proactive monitoring increases availability and lowers IT operating costs by identifying problems before they cause costly outages
- Rapid isolation of problems reduces the troubleshooting time and related-expenses
- Industry-leading graphing, benchmarking and reporting tools in VITAL's secure monitoring portal enable customers to immediately identify up-to-date results, developing trends and looming problems
- Performance trends displayed in the system and on regular reports aid in capacity planning and allow customers to properly plan for growth and determine when increased capacity is required

**Increased Visibility to Identify Issues & Trends**

A unified view into server and application monitoring data speeds the troubleshooting process and provides valuable information to help customers identify chronic problems and performance trends. VITAL's Server & Application Monitoring Service provides rapid identification, verification and notification of problems throughout the server environment to ensure maximum uptime for increased user productivity and satisfaction.

Table 2 shows the standard hardware platforms, operating systems, applications, and services supported by VITAL's Server & Application Monitoring Service.

**Table 2.** Standard Products/Services Supported

Technology	Products/Services
Server Hardware	Dell®, HP®, IBM®
Operating Systems	Microsoft® Windows Server® 2000, 2003 and 2008, Linux®, Sun Solaris™
Virtualization Monitors	Microsoft Hyper-V™, VMware® ESX Server
Application Servers	Microsoft .NET™ Server, Microsoft SharePoint® Server, Blackberry Enterprise Server™, Citrix® Presentation Server™ Trend Micro InterScan Messaging Security Suite
Email & Directory Servers	Microsoft Exchange 2000, 2003, and 2007, Microsoft Active Directory®
Web Servers & URL Monitors	HTTP/HTTPS user experience., Microsoft® Internet Information Services (IIS), Apache®
Backup Servers	Symantec Backup Exec™, Symantec NetBackup
Databases	Microsoft SQL Server®, Oracle®
Network Services	DNS query user experience, DNS port, SNMP, IMAP4, POP3
General Processes & Services	WMI performance counter, WMI performance counter, Process monitor, Windows event log, FTP services

**Why VITAL?**

VITAL's Server & Application Monitoring Service delivers a comprehensive solution for your entire server architecture, including applications. And, as part of a broader portfolio of solutions delivered by VITAL, you can extend your coverage to include monitoring and management for your data, unified communications and wireless infrastructure to give you a holistic view from a single source provider. VITAL possesses the people, processes and systems to make delivering high availability solutions easier and more affordable.



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