

site monitor

Site Monitor watches the performance of computers, software and network infrastructure around the clock. Clients are alerted with actionable information when critical thresholds are breached. System Source technical personnel are available to take corrective action.

Advantages of using System Source Site Monitor:

- Remotely monitors without additional staffing or fixed costs
- Single point of contact for server, desktop and IT infrastructure and application management, repair, support and operation
- Increases uptime by identifying trouble proactively
- Provides data for efficient infrastructure planning
- Timely alerts when security breaches impact systems

Site Monitor Services:

- **Monitoring servers, websites, applications, bandwidth and network components** – remotely analyze, report and log performance
- **Enterprise Dashboard** – cross platform, consolidated, web-based display of system status and graphs in real time with historical data for capacity planning, predictive analysis and diagnostics. Graphs help correlate intermittent failures with their root causes
- **Alert Methods** – email, cell phone or pager followed up with a phone call from our dispatchers. IT is alerted before users encounter trouble
- **Telephone and Field Support** – when alerts occur, clients can instruct us to respond with remote support or a visit from our field staff. Troubleshooting time is reduced with historical and alert data
- **Support Plan** – quick response plan with site specific information, roles and responsibilities
- **Hardware Repair** – 4 hour parts and labor coverage for HP and IBM servers is available
- **Infrastructure Review** – review monitoring information for risk factors and recommendations.
- **Customized Process Management and Error Detection** – checks for website and application errors, temperature, fax machine and phone line monitoring or custom process and error checks
- **Automated Remediation** – services can be remotely restarted based on an agreed recovery plan

Test Tree	CPU Usage	DNS test	Drive space	Folder size	HTTP test	ODBC test	POP3 test	Port Counter test	SMTP test	SNMP test	Shell Script	TCP	Traffic	URL request	Check NT Event Log	Check UNC	Check service	Ping	Logout	Test Tree	Alert Log
▶ Demo Customer\																					
▶ SBS Server 2\																					
▶ SBS Server\																					
▶ SysSecSBSserver-Ping (Availability)																					
▶ System Source msserver C Drive																					
▶ System Source msserver CPU																					
▶ System Source msserver MSExchange3 Error																					
▶ System Source msserver MSExchange3																					
▶ System Source msserver MSExchange3 Error																					
▶ Fun Stuff\																					
▶ ISG\																					
▶ System Source\																					

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View: Enterprise Dashboard

System Source Benefits:

- **Customized** – we design our services to match particular needs and custom service level agreements are also available.
- **Secure Monitoring** – communications between a monitored site and ours is 128 bit encrypted
- **Rewards, Authorizations and Certifications** – In 2005, HP awarded System Source for the HP Performance Excellence Award for Premier Service and Support. System Source is an authorized service provider for leading computer manufacturers including HP and IBM. System Source offers service and support to a user base of over 30,000.
- **Qualified Experienced Personnel** – Trained, full-time, knowledgeable engineers providing system integration for 24 years. Our service technicians and engineers hold 25 certifications from Altiris, Cisco, Citrix, Comp TIA, HP, Microsoft, Novell, Red Hat, Raritan, SCNP, VMWare and Wise.

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Data Center Facility	Let Us Manage Hosted Servers	Let Us Maintain Hosted Servers	Let Us Host Servers	Let Us Monitor IT
Multiple tier 1 internet providers	✓	✓	✓	
100 KW backup generator	✓	✓	✓	
UPS for clean and reliable power	✓	✓	✓	
Redundant air-conditioning systems with humidity control	✓	✓	✓	
Access controlled entry with two factor authentication	✓	✓	✓	
Servers & Network Infrastructure				
Support for physical or virtual servers	✓	✓	✓	
Infrastructure up/down monitoring with alerts (24x7)	✓	✓	✓	✓
Advanced monitoring with benchmarks and trending (24x7)	✓	✓	○	✓
Capacity planning	✓	✓	✓	✓
Bandwidth monitoring and utilization	✓	○	○	✓
Configuration modification	✓	H	H	
Rebuild down systems to server image	✓	H	H	
Service packs and security patches	✓	✓	H	
Backup assistance with off-site storage	✓	✓	✓	
Operating system support	✓	✓	H	
Security scan & baseline analyzer	✓	H	H	
Support for popular applications	✓	H	H	
Server administration- user and password setup	✓	H	H	
Restore network files	✓	✓	H	
Help Desk				
"How to" support	✓	✓	H	
Software support and call tracking with chat	✓	✓	H	
Level 1 support for specialty applications	✓	✓	H	
Break-Fix				
Parts procurement and return	✓	✓	H	
Warranty eligibility	✓	✓	H	
Service labor	✓	✓	H	
Emergency after-hours support for system availability	✓	✓	H	
Firmware updates	✓	✓	H	
Administration				
IT management reporting and review	✓	✓	✓	
New purchase recommendation	✓	✓	✓	

✓ - Training T - Per Ticket H - Hourly ○ - Option Services offered standard business hours EST