datacentrix

Monitoring and Control

NETWORK

HARDWARE

OPSYS

APP/S

Your network is constantly monitored for slow or failing components. Automatic alerts are sent to the appointed service desk or to your network administrator (via email, SMS or other alarms) in case of degradation in performance and/or outages.

Hardware monitoring provides complete visibility across physical and virtual environments. Hardware brand specific features are carefully considered when monitoring device components such as memory, CPU, I/O and chassis, allowing the aggregation of event data into useful incident information.

Operating systems that underlie every application, database, storage system, server and network device running in your IT environment are monitored and controlled 24x7x365.

Application services are monitored for health and well being to ensure a great user experience and to optimise business service impact. Monitoring and control covers the application, the server, authentication systems, databases and more.

Datacentrix provides managed Monitoring and Control services. Predictive and proactive, partial or complete management of customer network and systems infrastructure is offered. This service results in risk migration from the customer to Datacentrix through service level agreements based on availability, capacity, as well as performance.

Datacentrix' Monitoring and Control capability encompasses:

➤ Incident management
➤ Service level management
➤ Network/system monitoring and control
➤ Fault and problem analysis
➤ Availability, capacity and performance analysis
➤ Inventory and configuration analysis
➤ Change management
➤ Escalation
➤ Optional security services

Today, multi-million rand ICT environments can be monitored, managed and operated by smaller skilled teams far more cost effectively than ever before through the use of modern tool sets and management systems. With the bulk of monitoring operations having been moved from localised to centralised models, Datacentrix is able to offer services that take over the traditional in-house management functions.

Datacentrix' Monitoring and Control function empowers customers by delivering timely and relevant information and visibility to issues and conditions affecting your networks and systems – allowing you to make those important business decisions. Our skilled technical teams undertake remote diagnosis and remediation, requiring fewer physical interventions.

Customers can obtain immediate visibility to network and systems performance, bandwidth utilisation (with drill-down to top talkers), and status of critical system health indicators including capacity and availability.

If you do not have the resources or capacity to professionally monitor and control your environment, contract Datacentrix.

Datacentrix is able to monitor and control all server hardware systems, operating systems, application services, databases, network devices and servers running in your environment.

Our service monitors right down to the memory, CPU and I/O capacity and aggregates event data so that metrics can be visualised, making them easy to understand and allowing you to take action confidently.

With real-time graphics and detailed metrics, Datacentrix' Monitoring and Control service will identify when a problem started and isolate its root cause.
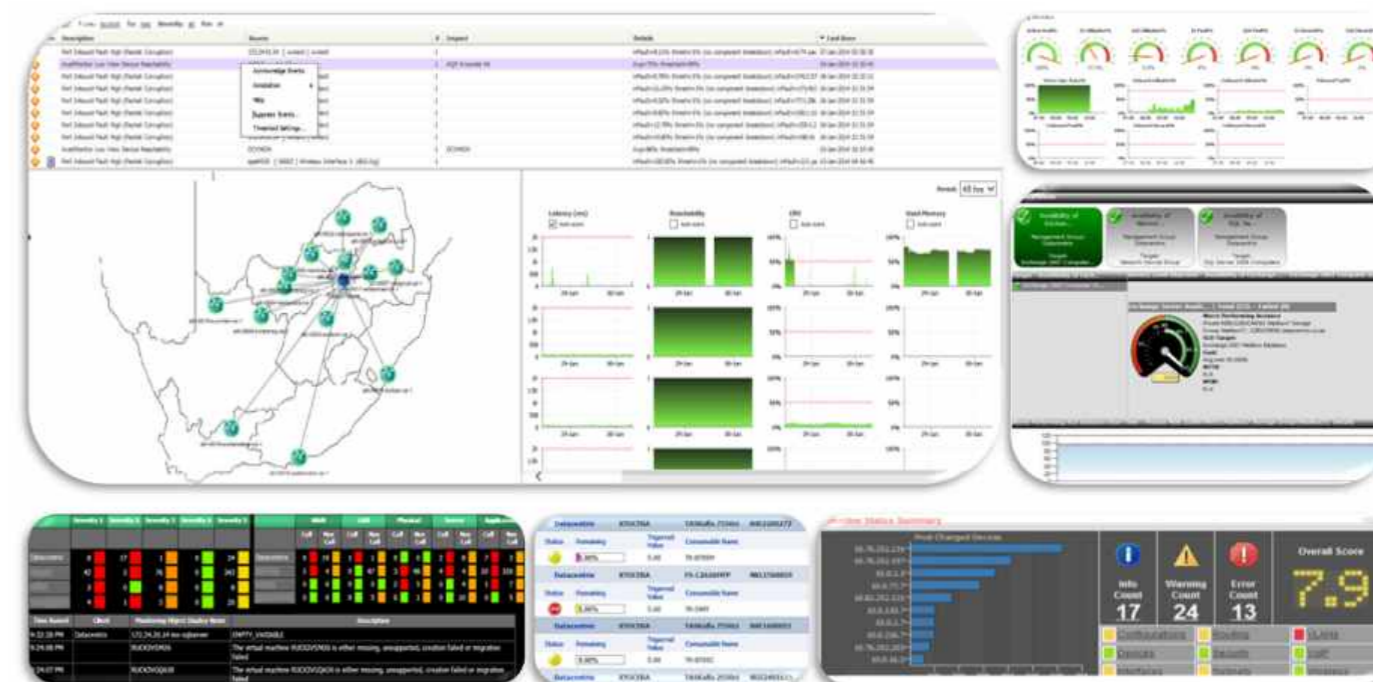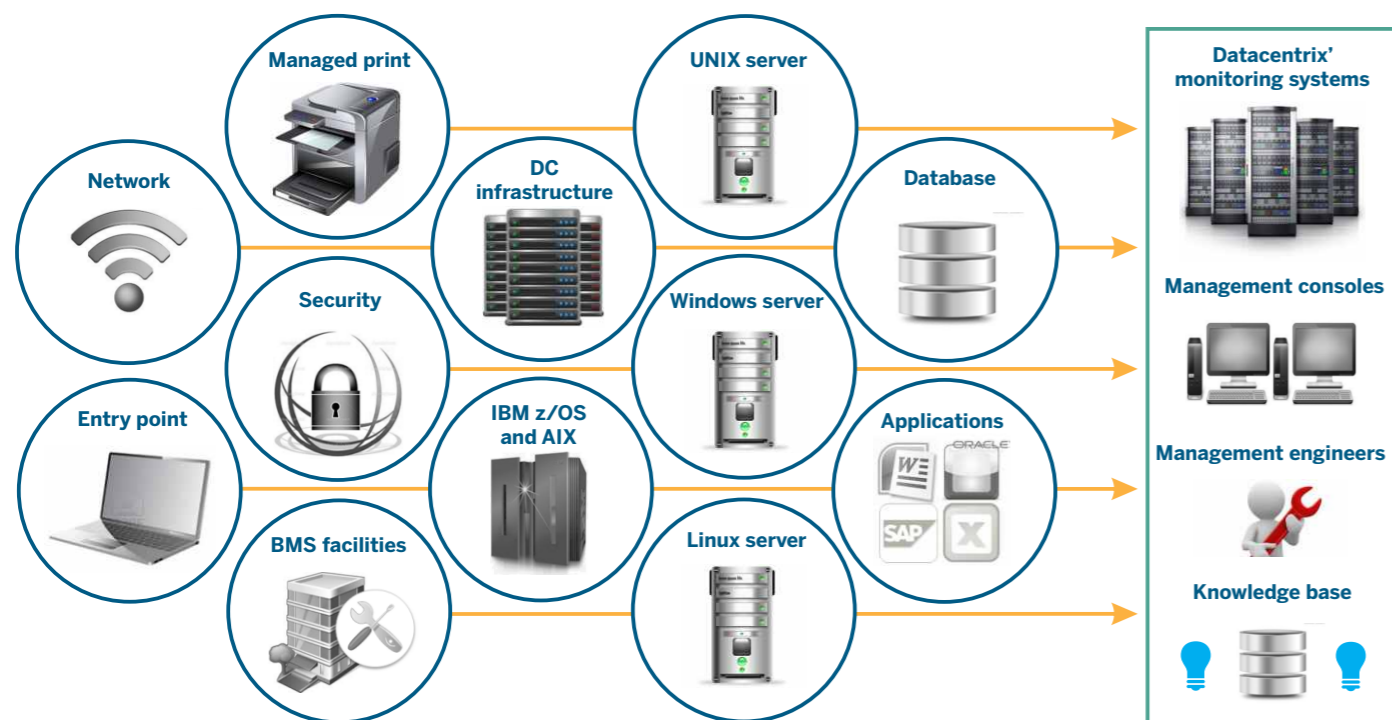
We can provide your ICT or operations management with:

➤ **Predictive monitoring:** Helps detect machine failures before they occur
➤ **An industry-leading CMDB:** Links disparate parts of your IT environment into one centralised view
➤ **Professional threshold management:** Generates events and alarms based on performance and capacity breaches
➤ **A consistent management approach** to diverse devices, operating systems and applications

➤ **Graphical reporting capabilities:** View a real-time dashboard of key devices, systems and application services metrics in a simple, straightforward presentation layer, enabling you to make business decisions based on reliable and relevant information
➤ **A collection of other metrics:** Collecting and measuring key data on utilisation, top talkers, memory consumption, network response and virtual systems
➤ **Log file content monitoring:** Monitors the content of log files for errors that occur in the operation system, applications and devices by using agents and establishing alarms when the content matches regular expression filters
➤ **Disk activity monitoring:** Collects usage, capacity, and severity information about disk (storage) and file systems
➤ **Health checks:** Periodic health checks based on trend analysis to make informed recommendations.

By sourcing your monitoring and control functions from Datacentrix, your IT team will no longer need to install, configure or maintain complex premise-based monitoring systems or service desk systems.

Datacentrix employs teams of requisitely experienced and highly trained personnel to run consistent 24x7 monitoring and support services on your behalf.

Technical data: Monitoring and Control

Specification	Datacentrix
Network management tools	➤ Eye: Router, switch, optimiser, firewall device and port, inventory, availability, performance and capacity including IPSLA and Netflow ➤ NetMRI: Discovery, inventory, configuration, Firmware rollout, change detection and correction ➤ PRTG: Device availability and performance
Systems management tools	➤ SCOM: Server hardware, Firmware, operating system and application - availability, fault , performance and capacity ➤ SCCM: Server and desktop hardware and software inventory, patch management and license metering ➤ Eye: Basic server
Application services tools	➤ OPNET and Cascade: Packet analysis, network performance monitoring, application performance monitoring and end user performance monitoring ➤ Eye: End user network fault detection ➤ SCCM: End user software remediation
Managed print services	➤ FMAudit: Brand agnostic device status monitoring tool ➤ Equitrac and Papercut: Output management solutions ➤ Integration services: Automated toner replenishment process
Service integration, management and knowledge systems	➤ ITSM: Automated CMDB, incident, problem and change ➤ BizTalk/XLAYER: Case exchange, event handling, aggregation, correlation and automation ➤ Necto: Dashboard reporting and publishing with online service level agreement

Technical data: Supported technology platforms

Specification	Datacentrix
Network platforms	➤ Routers, switches, optimisers, firewalls for Cisco, HP, 3COM, Enterasys, Hirshmann, Juniper, Riverbed, TippingPoint, WeighBridge and other well-known brands
Server platforms	➤ Series, Power (System P), System I, Systems Z, ProLine, Blades, DLs, for IBM, HP, Dell, Fujitsu, Sun and known brands
Printer platforms	➤ Sharp, Kyocera, HP and Oce
Operating system	➤ Windows for servers and workstations, Linux, Unix, AS400 and MVS
Applications	➤ Microsoft Enterprise Systems (Exchange, BizTalk, Dynamics GP, SharePoint), WebSphere, Oracle, SAP, Pastel and other custom developed applications
Databases	➤ Microsoft SQL, MySQL, InfoMix, DB2, Natural Adabas, Access and other OSI compliant databases

About Datacentrix

Datacentrix is a complete ICT systems integrator, providing solutions and services across the full information value chain to its customers. The company uses leading technologies to drive customer business strategies, unlocking efficiencies and empowering meaningful business insight.

Our most valuable assets are captured in the minds and spirit of our people. Every person at Datacentrix is a critical part of our service delivery model and our strategy for generating sustainable value for our customers and stakeholders.

We value partnerships and go the distance to establish trusting, lasting customer and stakeholder relations. Our longstanding affiliations and accreditations with our technology partners enable direct access to technology using the shortest channels.

It's our passion for excellence that drives our innovative and flexible solution design. Datacentrix' value-driven strategy and proven execution capability reinforce its position as one of the top ICT players in the local market.

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