

As IT infrastructures grow and applications become more critical to your company's success, the need to properly manage and monitor your systems becomes vital.

System down-time directly impacts corporate productivity; from the end-user that cannot access corporate data to whole production lines being crippled or essential services being denied.

Inoperative IT resources cost in real dollars and contribute to loss of customer and employee trust and organizational confidence.

**THE REALITY**

Many organizations have continued to invest in IT infrastructures, adding a server here, a new network device there and are stretching their IT staff to manage, support, implement and maintain equipment. Zycom Technology has developed a service product that can augment or liberate your IT staff; enabling them to focus on activities that are critical to your organization's success.

Zycom Technology can help reduce the burden of managing systems and provide a coherent and timely response to failed devices, services and applications. A structured Monitoring and Management Service can help prevent failures by detecting problems before they become critical. Coupled with the right Response level, imminent or actual failures can quickly be rectified, thereby reducing the costs and inconvenience of system down-time.

The following methodology allows customers to select the monitoring and management services as well as the appropriate response class to meet your immediate or long-term needs. This à la carte approach maximizes the flexibility for the offered services, allowing you choose the type of monitoring, management and response required by your company.

**THE NEED**

You have decided that you require additional resources to properly manage and monitor certain Key Network Elements (KNE) such as servers, desktops, notebooks, printers, storage, network switches, routers, firewalls, and applications. You have determined that staff augmentation is required to avoid increasing head count.

**THE BASELINE**

A complete audit and inventory of the identified KNEs is conducted; identifying warranties or service contracts, software versions, and the status of the equipment. The Baseline may identify deficiencies and necessary corrective measures as well as the required network access and authorizations.

# Remote Monitoring and Management: SERVICE

## MONITORING LEVEL

The appropriate monitoring level is selected for the various Key Network Elements within the organization. Different KNEs can have different Monitoring Services as well as different Response Classes.

For example, an email server can be monitored at the Hardware, Performance or Application level depending on your organization's requirements. KNEs can be added or removed at any time.

## MONITORING LEVEL

**Hardware Monitoring:** Real time monitoring of a KNE and their components for imminent or real failure.

Associated Response Classes are either Class One or Class Two.

**Performance Monitoring:** Real time monitoring of the health and functionality of a service. For example, you may want the server which hosts a critical database to be monitored for CPU degradation, memory leaks, disk i/o problems, network failure, etc.

Associated Response Classes include Class One, Two and Three.

**Application Monitoring:** Real time monitoring of the health and functionality of an application and the platform that supports it.

For example, your anti-virus services and its host can be maintained and monitored for failure, functionality and performance.

Associated Response Classes include Class One, Two, and Three.

## RESPONSE CLASS

Once a failure or service degradation has been determined and verified, Zycor Technology can respond in one of three discrete classes. The Response Class can be changed at any time.

Depending on the monitoring and management service, you may select additional value-add services that will increase the maintainability and reliability of your equipment. This line of "Product-Aide" services provides regularly scheduled maintenance services to ensure that Key Network Elements have essential services performed such as current security and operating system patches applied, BIOS updates, log file reviews, and cleaning.

## RESPONSE CLASS

**Response Class One:** Warning to customer designate of imminent or actual failure of equipment, service or application. Zycor Technology seeks additional instructions from the customer.

**Response Class Two:** Notification to the customer of imminent or actual failure of hardware equipment. Zycor commences immediate rectification of problem. Actions could include technician dispatch, troubleshooting, parts ordering and repair.

**Response Class Three:** Notification to the customer of imminent or actual failure of application or significant degradation of application. Working with the customer, Zycor commences immediate rectification of problem. Actions could include consultant dispatch, troubleshooting, service calls to software vendors, review of solutions and implementation.

Each month, Zycor Technology will produce a Status Report outlining all calls and resolutions. A trend analysis will also be generated so we can track incidences over time to better improve the overall health of your organization's IT infrastructure.

# Remote Monitoring and Management: PACKAGE OPTIONS

Cost of the service is dependent on the following criteria:

- type of KNE\*
- number of KNE\*
- level of monitoring
- type of response class
- coverage period
- value add services (Product-Aide)

**KNE can be divided into two groups:**

**Simple:** a integrated device such as a network switch that has no repairable parts, typically the entire unit is replaced under a warranty service or

**Complex:** a multi-component device such as a server that individual parts can be serviced under a warranty.

**THE NEED**

Manage and Monitor certain Key Network Elements (KNE)

**THE BASELINE**

Necessary measures and network access and authorizations.

**MONITORING LEVEL**

**Hardware** Real time monitoring of a Key Network Elements and their components for imminent or real failure.

**Performance** Real time monitoring of the health and functionality of a service.

**Application** Real time monitoring of the health and functionality of an application and the platform that supports it.

**RESPONSE CLASS**

**Class One** Notification

**Class Two** Notification and Dispatch

**Class Three** Notification, Dispatch and Solution Implementation

**PACKAGES**

BRONZE	SILVER	GOLD
1: Hardware with Class One Response	1: Performance with Class One Response	
2: Hardware with Class Two Response	2: Performance with Class Two Response	1: Application with Class Two Response
	3: Performance with Class Three Response	2: Application with Class Three Response

Packages include monthly activity reports and quarterly trend analysis.

Excellent service means thinking long-term. At Zycom Technology we strive to build long lasting relationships with all of our clients. By becoming an integral part of your business, we do more than just fix problems as they happen: we prevent them from occurring in the first place!

**ZYCOM CLIENTS WITH GOLD SERVICES!**



For more information about Zycom Technology Inc., visit us online at [www.zycomtec.com](http://www.zycomtec.com) or call 1-866-549-6558