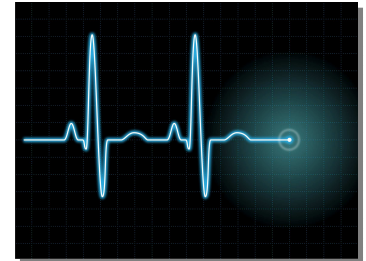


Monitoring Services



Server Monitoring

With PrimaCloud Monitoring Services, you gain the broadest and deepest server monitoring solution on the market. Our solutions can monitor all servers—including VMware ESX, Sun Solaris, IBM AIX, IBM iSeries, HP HP/UX, Red Hat, SUSE Linux, Novell Netware, Microsoft Windows, and more. Through a single management console, PrimaCloud can centrally monitor all of your core server resources—and do remote management of all key processes and services.



PrimaCloud Monitoring Packages

Server Monitoring	Server Resource Monitoring	Monitor CPU, Memory, and Disk capacity, and proactively detect insufficient resources before they have an impact on business applications.
	Process and Server Monitoring	Proactively monitor system, application and network processes and services. If a process/service starts to fail or stops unexpectedly, corrective action can be taken immediately.
	Event Log Monitoring	We monitor any and all application log files to proactively detect events that may compromise system performance.
	File and Directory Monitoring	Monitor directories and files in specified directories. We will watch the number of files, age of files, and space used by files.
Application and Database Monitoring	We provide a complete, multi-layered view of critical business applications, allowing you to more effectively manage application performance. We offer monitoring capabilities for all the major applications in use today. We support SAP, PeopleSoft, Exchange, Active Directory, VoIP, Apache, Tomcat, JBoss, Websphere, Weblogic, Citrix, and many others. Our Database Monitoring produces a comprehensive monitoring picture of all your critical databases. We support Oracle, MySQL, Sybase, DB2, Microsoft SQL Server, and IBM Informix. We also monitor remote SQL query response times and transaction rates to gain visibility of service quality as experienced by your end users.	
Microsoft Server Monitoring	Includes Server Monitoring features as well as specific features for MS SQL, Active Directory, Exchange and IIS servers + clusters.	
Passive Response Time Monitoring	PrimaCloud can proactively monitor the actual performance users experience as they interface with your business application, measured by the response time of standard networking protocols and services on the server itself. Issues can quickly be identified and repaired before they impact end user satisfaction.	
Active Response Time Monitoring	PrimaCloud can generate synthetic transactions that mirror actual end user behavior. We can measure the user's experience from any number of locations for web-based and client-server applications.	
Standard Network Monitoring	Ping and SNMP monitoring of any SNMP compliant device + network service monitoring.	
Advanced Network Monitoring	Advanced performance reporting + alerting for Cisco IPSLA and NBAR enabled devices.	