

Remote Server Monitoring

Maximize Application Performance while Reducing Costs



Comprehensive Server Monitoring

We monitor 100's of server health checkpoints, including:

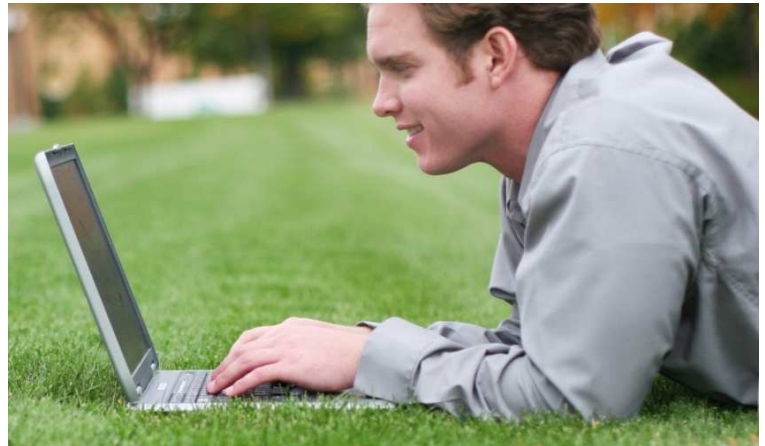
- Availability, Uptime
- CPU, Memory, Disk
- Processes, Services, Jobs, NLMs
- Event and Application Logs
- Message queues and Screens
- Print jobs and Queues
- Directory and File Systems
- Network Interfaces
- Performance Counters and Statistics

Broad Server Platform Support

- Windows
- Linux
- UNIX (HPUX, Solaris, AIX)
- Netware
- iSeries AS400
- VMware ESX

Packaged Application Solutions

- Email Servers
- Web Servers
- Database Servers
- Applications Servers
- File and Print Servers
- Clustered Servers
- Virtual Servers
- And more...



With the advent of Cloud Computing and virtualization, Server and Application Monitoring has never been more critical. It's also never been more challenging. PrimaCloud provides the comprehensive monitoring services you need to ensure your vital systems deliver optimal performance and availability while assuring you that you're making the *best use* of your expensive computing resources.

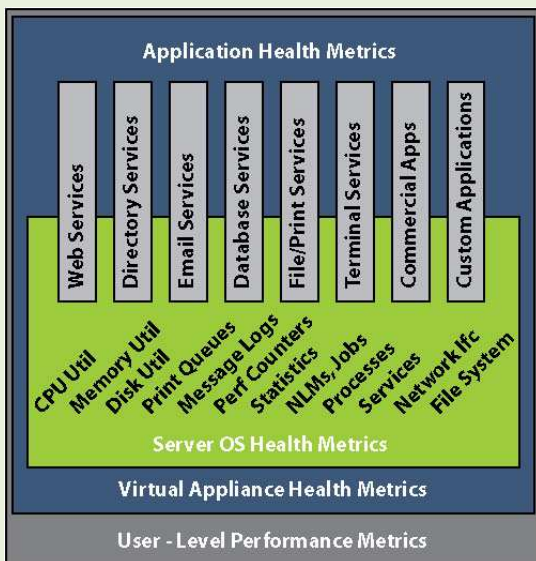
If you've never had server or application monitoring in place, we can quickly enable those services, so your organization can ultimately realize higher application availability and performance as well as *proactively* assuring uptime and SLA compliance.

If you've already tried outsourcing server monitoring, count on PrimaCloud to deliver a superior solution focused on the *application* that provides the well-defined, flexible services to accommodate your business needs and deliver real insights.

Overview

Turn to PrimaCloud to ensure your organization's critical servers and the application services that run on them continue to perform with optimal performance and reliability.

- 24x7 Monitoring of Servers, Applications and Networks
- A complete range of monitoring services, from basic server availability monitoring, to resource utilization reporting, network systems monitoring, error reporting, and service level insights for configured applications
- Robust reporting and alerting that ensure administrators and stakeholders stay informed and get the insights they need
- Fully configurable role-dependent portals give your staff only the critical information they need to do their jobs
- Rapid return on investment with PrimaCloud's expertise, fast setup, and effective service—while minimizing any effort or distraction for your organization
- When combined with PrimaCloud's operations services, you can enjoy fully hands-off systems management, to your specified service levels (SLAs)
- Single, predictable monthly billing
- Ties IT performance directly to high level business objectives



Available Metrics

Complete Monitoring Services

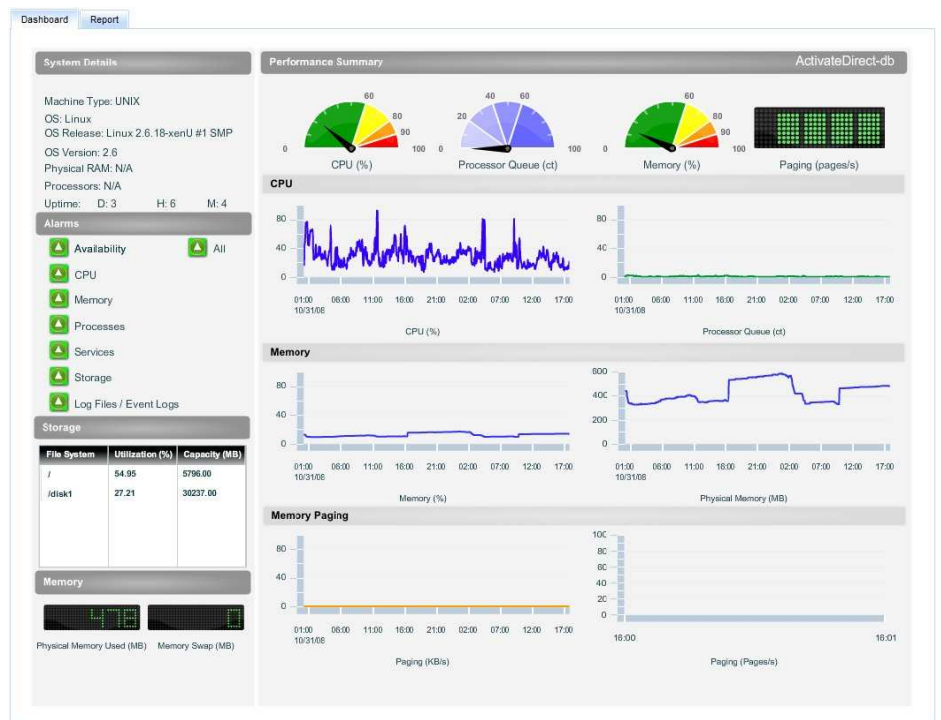
PrimaCloud can provide services tailored to your...

- **Monitoring needs.** We can do basic up/down monitoring, and we offer advanced services such as monitoring application availability and performance, preemptive mitigation, network utilization, capacity planning, and much more.
- **Support needs.** Whether you simply want us to provide alerts if a system goes down, or if you want us to handle all server administration, from monitoring to remediation, we have the tools and expertise required.
- **Schedules.** We can provide monitoring services tailored for business hours, off hours, and around the clock.
- **Infrastructure size.** We can scale our services to your infrastructure, whether you need us to monitor one server or one hundred servers.
- **Advanced environments.** We offer monitoring coverage for Cloud Computing, VMware, server clusters, and other complex systems.

Robust Alerting and Reporting Keep You Informed

PrimaCloud can not only deliver the extensive monitoring coverage, but ensure these monitoring efforts deliver the timely insights you need for proactive problem solving.

- **SLA-based monitoring and compliance reporting.** We can map server performance data into SLA definitions, track against these metrics, and present this information via intuitive SLA compliance reports.
- **Alert escalation and flexible notification options.** We can configure alerts to be automatically generated based on a broad range of criteria, and deliver alerts whenever thresholds are breached. We can have these alerts delivered to our staff, your team, or both—with complete granularity as to who receives which types of alerts and when.
- **Historical performance reporting.** We can provide long-term archival and reporting of server performance data. This level of visibility is essential for proactive capacity planning, load balancing, and pre-emptive problem resolution.
- **Ad hoc report generation.** We can have a broad array of reports generated in minutes.
- **Real-time dashboards.** (figure right) We can provide intuitive dashboards that offer at-a-glance views of the real-time status of all servers being monitored—and make those views available to executive management and administrators.



Fast Return on Investment

With our server monitoring services, you can put sophisticated monitoring capabilities to work—with unprecedented speed. We have the expertise and tools to get monitoring services up and running quickly. Gain the benefits of server monitoring faster, so you can more quickly enjoy the optimization of your server infrastructure.

Your organization's lean staff doesn't need to worry about training, product procurement and installation, internal resource allocation, or a host of other efforts. Ultimately, your company can enjoy the benefits of server monitoring—without creating any distraction from your organization's core responsibilities.

Longer term, PrimaCloud can quickly adapt our services as your infrastructure and monitoring objectives change. Whether you have newly deployed servers or applications, new custom-developed server configurations, or are rolling out a new Cloud Computing or virtualization initiative, we can ensure your monitoring capabilities keep pace.

About PrimaCloud

PrimaCloud is the next big name in cloud computing. We aim to deliver unbeatable value to our customers by providing a complete enterprise-grade solution, leveraging the reliability and cost-savings of the cloud. Our management team has over 60 years of combined experience in the data and telecommunications industries, with specific expertise in providing utility-based cloud computing solutions. Over the past three years, we have been providing enterprise grade cloud services to enterprises across North America, as well as providing network services over the past six years to customers around the world. We operate a global 24x7 Network Operations Center with a staff of seasoned engineers and system administrators.