



Server & Application Monitoring Service

Increase Service Availability

Lower IT Operating Costs

Enhance Productivity

Due to the critical nature of many server-based applications, downtime can have a significant business and financial impact on organizations - resulting in lost revenues, reduced productivity and decreased customer confidence. The **Server & Application Monitoring Service** offered by **VITAL Network Services®** increases service availability by delivering around-the-clock monitoring for each layer of the server architecture.

24/7 Support for Your Hardware, OS & Applications

By proactively monitoring the physical and virtual servers, as well as the operating systems, applications and data running on the hardware platforms, VITAL's Server & Application Monitoring Service helps organizations of all sizes quickly pinpoint issues within their server environments. VITAL's specialized staff proactively monitors the server architecture using a combination of monitoring tools to identify availability and performance issues in near real-time. Upon identification, VITAL isolates the issue and notifies the customer for remediation. Table 1 provides an overview of the various service components included with VITAL's Server & Application Monitoring Service.

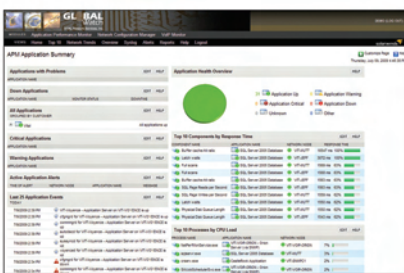
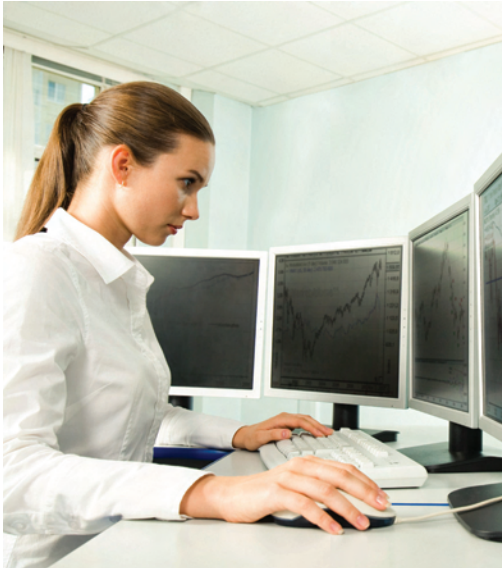


Table 1. VITAL's Server & Application Monitoring Service Components

Fault Monitoring	Hardware Monitoring	Performance Monitoring	OS & Application Service Monitoring
Up/down fault identification and notification for the servers under contract	Failure identification and notification for the specific hardware components* (i.e. hard drives, memory, CPU, fans, power supplies, etc. . .) within the server platforms under contract	Identification and notification of server health and performance-related issues that could jeopardize the services running on the servers under contract	Identification and notification of OS and application service failures and performance-related issues operating on the server platforms under contract

* Requires the installation of the proper hardware manager on each managed server. Features/capabilities vary by hardware vendor.



Improve Service Availability with VITAL's Server & Application Monitoring Service

- Immediate notification of outages and performance-related issues significantly reduces the Mean Time to Repair (MTTR) for problems
- 24/7 proactive monitoring increases availability and lowers IT operating costs by identifying problems before they cause costly outages
- Rapid isolation of problems reduces the troubleshooting time and related-expenses
- Industry-leading graphing, benchmarking and reporting tools in VITAL's secure monitoring portal enable customers to immediately identify up-to-date results, developing trends and looming problems
- Performance trends displayed in the system and on regular reports aid in capacity planning and allow customers to properly plan for growth and determine when increased capacity is required

Increased Visibility to Identify Issues & Trends

A unified view into server and application monitoring data speeds the troubleshooting process and provides valuable information to help customers identify chronic problems and performance trends. VITAL's Server & Application Monitoring Service provides rapid identification, verification and notification of problems throughout the server environment to ensure maximum uptime for increased user productivity and satisfaction.

Table 2 shows the standard hardware platforms, operating systems, applications, and services supported by VITAL's Server & Application Monitoring Service.

Table 2. Standard Products/Services Supported

Technology	Products/Services
Server Hardware	Dell®, HP®, IBM®
Operating Systems	Microsoft® Windows Server® 2000, 2003 and 2008, Linux®, Sun Solaris™
Virtualization Monitors	Microsoft Hyper-V™, VMware® ESX Server
Application Servers	Microsoft .NET™ Server, Microsoft SharePoint® Server, Blackberry Enterprise Server™, Citrix® Presentation Server™ Trend Micro InterScan Messaging Security Suite
Email & Directory Servers	Microsoft Exchange 2000, 2003, and 2007, Microsoft Active Directory®
Web Servers & URL Monitors	HTTP/HTTPS user experience., Microsoft® Internet Information Services (IIS), Apache®
Backup Servers	Symantec Backup Exec™, Symantec NetBackup
Databases	Microsoft SQL Server®, Oracle®
Network Services	DNS query user experience, DNS port, SNMP, IMAP4, POP3
General Processes & Services	WMI performance counter, WMI performance counter, Process monitor, Windows event log, FTP services

Why VITAL?

VITAL's Server & Application Monitoring Service delivers a comprehensive solution for your entire server architecture, including applications. And, as part of a broader portfolio of solutions delivered by VITAL, you can extend your coverage to include monitoring and management for your data, unified communications and wireless infrastructure to give you a holistic view from a single source provider. VITAL possesses the people, processes and systems to make delivering high availability solutions easier and more affordable.



Corporate Headquarters

14520 McCormick Drive
 Tampa, FL 33626
 Local: (813) 818-5100
 Toll-Free: (888) 248-4825
 Fax: (813) 818-5101
<http://www.vital-ns.com>