



# Monitoring Solutions for a Healthy Network

## Network Monitoring Solutions from Node4

The health of your business depends on access to critical IT services and information. Virtually any amount of IT downtime can mean lost productivity, lost revenue, lost customers, lost opportunities. That means you need to be fully prepared for the full range of threats to the availability and stability of your core infrastructure. Threats ranging from communications disruptions, application problems and unexpected peaks in customer traffic to full-scale disasters.

All of these monitoring options are not only available to customers of our data centre or broadband services, but to anyone with internet access.

### Node4's Packaged Monitoring Solutions:

- Ethernet Switch Monitoring - Interface Traffic.
- Cisco Router Monitoring - Interface Traffic, Availability, CPU, Memory and Temperature.
- Cisco IP SLA Monitoring - VoIP Jitter, Packet Loss and RTT.
- Windows 2000/2003 Server Monitoring - Server Statistics.
- Windows 2000/2003 Server Monitoring - Server Statistics & Availability.
- Windows 2000/2003 SQL Server Monitoring - Server Statistics & Availability.
- Windows 2000/2003 Web server Monitoring - Server Statistics & Availability.
- Windows 2000/2003 Exchange Server Monitoring - Server Statistics & Availability.
- Cisco CallManager Monitoring - Statistics & Availability.
- Application/Transaction Response Time - Real-time monitoring and analysis of applications and services provided to your customers. For example the ability to simulate and then report on the end user experience of placing an order on a web site and receiving email confirmation of the successful order.
- Service Level Agreement (SLA) Monitoring and Reporting.
- Business Service Dashboards.
- And Many Others.

For more details on any of the above solutions, please see the individual service description.

### Node4's range of monitoring solutions includes:

Fault Monitoring	Automated detection of system failure events ensuring system uptime is optimised.
Operation Monitoring	Proactive monitoring of key system resources either on a continuous or investigation basis, identifying performance bottlenecks when key resource thresholds are exceeded, such as CPU, hard disk or memory.
Application Availability	Access, content or process based monitoring of key business applications, ensuring any disruption of service is detected, and where possible automatically corrected at the application layer.
Network Monitoring	Continuous monitoring of your network communications infrastructure, automatically detecting network device or link failures, ensuring the best possible response to network failure events, whilst measuring overall network utilisation to collate usage trends.
Web-portal Access	24/7 access to a short or long-term network performance reports to enable effective capacity planning, load balancing, and pre-empting degrading conditions.
Email Alerts	Instant updates on your network status, you will be alerted to any problems.
Online Service Status Dashboard	Real-time status of IT and critical business services for the user, along with alerts and performance trends and many other features.
SLA Monitoring & Management	Monitors operations and business service levels against SLA metrics and forecasts violations with warning alerts. This system can be used to monitor the SLA on your network; if used correctly the solution could pay for itself.

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