



## SERVICES OVERVIEW

# Remote Monitoring Services

Proactively Resolve Downtime & Reduce Support Costs



- 24x7 monitoring
- Performance reporting/problem resolution
- Change and configuration management
- Trend analysis out of aggregated intelligence derived from monitoring
- Creation of knowledge base
- Performance monitoring of servers
- Availability monitoring by Ping
- Fault monitoring for WWW, DNS, MAIL,
- Performance monitoring of CPU usage ratio, memory usage ratio, disk usage ratio and others
- Backup management

*Agnicient is a business and technology solutions provider specializing in IT Services to Independent Software Vendors and Enterprises. Agnicient delivers reliable, high quality, end-to-end solutions that significantly enhance the competitiveness of its clients in addition to contributing to their productivity and profitability. Agnicient's relentless client focus and compelling value propositions have resulted in its achieving a remarkable 100% referable client-base.*

*Agnicient is a multi-national corporation head-quartered at New Jersey, USA with offices in UK, New Delhi, Chennai and Mumbai. Agnicient today has over 200 employees worldwide working at various locations around the world.*

## @TECHNOLOGY

Agnicient believes managing your business as a technology-enabled enterprise is critical for success. Agnicient designs and implements solutions that transform a complete range of enterprise processes, seamlessly integrating online customers, real sales personnel, offline processes, management reporting into one solution. We combine the best of emerging technologies with the still-valuable components of legacy systems, to create value not only by understanding the promises of advanced technologies, but by reliably delivering application solutions that make those promises real.

Enterprise Solutions developed by Agnicient form the backbone of IT systems for customers large and small across the globe. Ranging from Collaboration suites, end to end eCommerce engines to B2B trading platforms, our solutions repository has proven systems for the needs of growing enterprises.

## @MONITORING TOOLS

Server monitoring suite comprises of simple yet effective tools you can use to remotely monitor & manage servers.

## @SOLUTIONS

With growing requirements of scalability, availability of servers and services, it's imperative for System Managers to be constantly updated on the real-time status of core enterprise systems. Agnicient provides neatly packaged remote monitoring solutions for medium-large enterprise systems such as ADSI, Exchange, Lotus Domino and several others. All these monitoring solutions are equipped with extensive logging, flexible alerting and multi-platform delivery capabilities.

### ADSI Server Monitoring

1. **Monitor processes,** services performance and CPU usage: It enables you to check critical processes and services on local and remote computers. You can also monitor the CPU usage of a

machine and related performance counter. This way, you can ensure that virtually any application is running properly.

- a. CPU usage function – Ensure that a processor's usage does not go beyond a certain level
- b. Performance counter – Monitor any internal operating system counter.
- c. Directory size function – Ensure that a particular directory (for example, a user's home directory) does not take up more than x amount of drive space
- d. Disk drive function – Monitor the physical status of the disk
- e. Disk space function – Check if sufficient disk space is available
- f. File existence function – Monitor the existence of a particular file, for example, results of scheduled batch jobs
- g. File size function – Monitor the size of particular files, for example, critical log files.

2. **Monitor user management.**

3. **Monitor group membership.**

4. **Check user accounts** (locked out, disabled, etc.), computer accounts, groups, group membership, organizational units

5. **Monitor security policies.**

6. **Monitor remote event logs:** You can scan Windows event logs on local or remote computers and look for specific event sources, categories, event IDs and patterns in the description of the event. In addition, it can look for multiple events occurring in a specific time interval, for example, a McAfee or Norton virus alert posted in the last 30 minutes.

7. **Support for using database backend:** Allowing you to store monitoring data to a database backend. This feature is more appropriate for users with higher monitoring level requirements as well as those who need to centralize the monitoring results of monitoring in one place (such as backups, remote accessing as well as report generation by third party tools such as Crystal Reports or MS Reporting Services).

8. **Alert notification** via email, pager or SMS: When it detects a failure, the monitoring application can send alerts via SMS, pager, email or a network message. SMS (text) messages are sent either through an SMS service provider (SMSC), directly through a connected GSM

phone/modem; it is also possible to use web email-to-SMS online gateway service. All notifications can be customized using variables. Recipients can be configured globally for all rules.

### Lotus Domino Monitoring

1. Server uptime / Server downtime / Server availability
2. SMTP mail transferred / SMTP mail routed / SMTP mail delivered
3. CPU utilization / Memory utilization / Disk space utilization
4. Agent Manager logging
5. Replication - checking replication at the document level within the database
6. Database access statistics
7. Web Access statistics including documents opened and created

### Operational Support Services

1. 24x7 managed NOC
2. Incident Reporting & Management
3. Problem Management
4. Asset Control
5. Change & Release Management
6. SLA Management
7. Service Continuity

## Facilities Management Services

1. Staging Services
2. Vendor Coordination
3. Site Preparation
4. Installation
5. Security Administration
6. Upgrade & Patch Management
7. Version Management
8. Performance Management
9. Escalation Control & Helpdesk

## Remote Infrastructure Monitoring Services

1. Environment Definition and Control
2. Server Consolidation
3. Availability Monitoring
4. Fault Monitoring
5. Problem Diagnosis & Resolution
6. Patch Management
7. OS Administration
8. Database Management
9. Backup Management

## Application & Platform Management

1. License Management
2. Patch Management
3. Software Distribution
4. Helpdesk Support
5. Antivirus Updates
6. Inventory Management
7. User Management
8. Disk Management

### Availability-

TruUNIX, Windows, Linux, Solaris, AIX, HP/UX,

*Agnicient is a business technology consulting and services company, headquartered at New Jersey, USA. Incepted in 1999, Agnicient has since delivered innovative business solutions to its' worldwide clients. Other similar solutions from Agnicient include Fleet Management, Vehicle Tracking & Dispatch, Innovation Management Portals, Resource Management Portals, Workflow Management & Document Management Systems.*

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