

# CWL Proactive Monitoring Service



## Overview

Due to the critical nature of the equipment we Support CWL are able to provide monitoring, alerting and reporting services on numerous critical indicators including availability.

## Resolve issues before business pain occurs

CWL Proactive provides support for monitoring CPU, Memory and Disk Utilization statistics. Operators can get both real-time and historical statistics for CPU, Memory and Disk Utilization. At the network level, CWL Proactive produces Top N reports to identify devices with high CPU, Memory or Disk Utilization. Using customisable thresholds, operators can be notified well in advance and thereby proactively prevent outages before they occur.

## Historical Analysis and Reports

While Performance management focuses on current effectiveness, capacity planning ensures that servers will work efficiently in the future.

The available historical graphs and reports will enable understanding of utilization and load patterns on servers and forecast resource requirements well in advance.

## The Challenge

Over the past few years, Mid Market businesses (25 – 500 employees) have begun to rely increasingly on their information technology (IT) environments to reach their business goals.

As a result, IT managers in the Mid Market space now face the same challenge of minimizing downtime as do their corporate and enterprise counterparts. Given the skyrocketing cost of downtime, they also face similar consequences if they fail to achieve high availability goals. These include loss of revenue, lower productivity, customer dissatisfaction, negative publicity, penalties, and more.



Proactive Plus online dashboard

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## The Solution

While corporate and enterprise customers can select from a wide range of high availability and mission critical approaches to help them build the levels of availability and performance they need, Mid Market businesses have not been as fortunate. Until recently, there were few service programs or offers geared specifically towards meeting their availability requirements. Strategies that may have worked in the past, such as constantly buying more reliable hardware or relying on a system “guru” have now become inadequate or impractical. To compound the problem, most Mid Market clients also have limited in-house resources to deal with these business challenges.

It is clear that what is needed is a comprehensive approach that reflects today’s realities, requirements and challenges. This approach must also be flexible enough to accommodate the full spectrum of Mid Market organizations and the resources available to them.

CWL aims to resolve this by offering monitoring and trend analysis **included** in our support offerings to enable CWL’s clients to reach and maintain the levels of performance and availability from IT infrastructure that are now so essential for their success and growth.

Options Available	
CPU, Memory, Disk Space Monitoring	✓
MS Exchange 2000/2003 Monitoring	✓
MSSQL 7.0/ 2000/2005 Monitoring	✓
Email based Alarm notification	✓
Performance Monitoring and Reporting	✓
Monitor WAN links for availability, utilization and performance	✓
Active Directory Monitoring	✓
Graphs & reports for applications like Oracle, MSSQL, MS Exchange 5.5 and Lotus Notes	✓
Windows Eventlogs & Services Monitoring	✓
Firewall & UPS Monitoring	✓
Switch & Printer Monitoring	✓
System Services (FTP, Telnet, LDAP etc) monitoring	✓
URL monitoring with Content Matching	✓
Intelligent Event-Alarm Correlation	✓
Networking tools like MIB Browser & Switch Port Mapper	✓
Inventory Management	✓
Instant SMS Toolkit	✓
MSSQL Back End Support	✓

## Summary

CWL Proactive Plus gives clients online real-time information on the health of their systems and provides reporting to clients **and** alerting to CWL to enable us to resolve issues that occur prior to them causing business pain.

## FOR MORE INFORMATION

For more information about our monitoring package “Proactive Plus”.  
Call CWL Systems on 01480 217777 today

