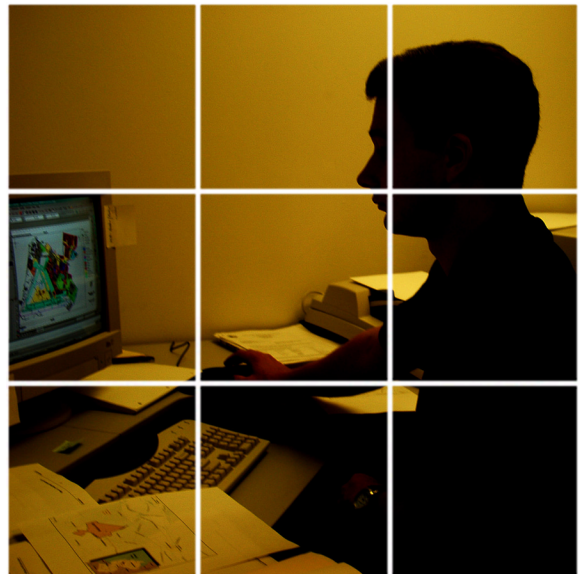


## 24 x 365 Monitoring

M9 Systems provides secure availability and performance monitoring across your entire network without all the problems associated with deploying and integrating your own management services.

Using a set of sophisticated utilities and monitoring agents we continually monitor your environment, watching for critical events or for operational thresholds to be exceeded.

Once an event has been identified an alert is automatically generated and routed to our enterprise-grade *Event Lifecycle Management System*, **ELMS\***, which acts as the focal point for tracking tickets, tasks, knowledge, and collaboration. Based on a rule set designed specifically to meet your requirements the appropriate notifications (and escalation where required) are made - by email, by page, or by telephone.



Our technicians respond immediately, actively engaging all the required resources to achieve an efficient resolution, while our 24x7 Operations Center co-ordinates all activity, reporting, and escalation.

All inbound inquiries and requests are also managed centrally via our Operations Center using ELMS, allowing for rapid response, continuity of communication (including client web access to ELMS), effective change management, comprehensive reporting, and measurement against our Service Level Agreement (SLA).

*\* ELMS allows us to replace chaos, random results or best efforts, with order, predictable quality and optimization - ultimately translating into decreased down time per user and savings of \$10,000's.*

- **Server Monitoring** to ensure that all systems are up and fully available, as well as operating within assigned thresholds of:

- CPU Utilization
- Memory Utilization
- Swap Space Utilization
- Disk Space Utilization

- **Database Monitoring** of Oracle, Microsoft SQL Server, MySQL, or any ODBC compatible database to ensure that the database is accessible.
- **Port Monitoring** to ensure applications or services running on any given IP address and port are working.
- **Network Monitoring** of POP3 and SMTP mail servers, web servers, FTP servers, DNS servers, and SNMP enabled devices as well as other standard network services; measuring the availability, response time and conformance to thresholds of all monitored devices.
- **Content Monitoring** to ensure your content, whether it be delivered via ASP, Cold Fusion, Java Servlets, Perl/CGI, PHP, etc., has not been altered and is being delivered correctly.

### The Benefits:

**Reduced staffing**  
**Reduced operations costs**  
**Improved availability**

As with **Site Management** M9 Systems frees your costly IT resources from routine, time-consuming tasks, to focus on more strategic initiatives while maintaining the highest levels of user productivity.