

Remote Monitoring

EMF will monitor your systems and networks to prevent costly downtime.



EMF Inc.

HEADQUARTERS
60 FOUNDRY STREET
KEENE, NEW HAMPSHIRE 03431
603/352-8400 FAX 603/357-9442

An Affiliate of **ISSI**

Overview

This service enables EMF to remotely monitor a client's networks and servers for any key operating-parameter problems.

Features

- Monitor server disk space, CPU performance, memory utilization, swapping, fault tolerance status, backup status and other parameters.
- Monitor network traffic, hubs, switches and routers.
- Monitor operating system parameters and processes.
- Monitor WAN links, Internet connections, firewalls and Web sites.
- Monitor e-mail systems, anti-virus software and database systems.
- Alert thresholds set according to your unique system parameters and needs.
- Alert Monitoring includes client notification of critical problems.
- Monitoring via lease line, dial-up, Internet or pager.
- Alert Monitoring up to 7 x 24.
- Environments include SCO Unix, UnixWare, Windows NT Server, Windows 2000 Server, Novell NetWare, IBM AIX.
- Local or nationwide.
- Reports and analysis available.

Benefits

- Prevents unnecessary downtime, business interruption and cost.
- Speeds recovery when problems do arise.
- Provides opportunity to improve system performance.

Options

- Scheduled Active Monitoring or Alert Monitoring.
- Active Monitoring includes summary reporting or reporting with analysis.
- Active Monitoring can be scheduled.
- Alert Monitoring can be combined with Active Monitoring.
- Single or mixed environments.
- LAN or WAN.
- Custom monitoring of applications and databases (depends on capabilities of the software).
- Can interact with EMF's Remote Administration and on-site maintenance and administrative services.

Eligibility

Remote Monitoring requires a set-up process and may require upgrades to operating systems or network devices. Remote Monitoring requires one or more connections to EMF, which may require an Internet connection, dedicated phone line, dedicated modem or other.

Limitations

Remote Monitoring is intended for monitoring, reporting and analysis (depending on the service selected) only. Corrective action is not included. System administration and hardware maintenance are not included.

Pricing

Charges include set-up fees and continuing charges for the level of service selected. Pricing varies depending on the environment, operating system, and quantities.