



Remote Monitoring Services

DATA CENTER SOLUTIONS

The IT Challenge to Effective Infrastructure Monitoring

Businesses today require continuous connectivity - the need for 24x7 systems availability is a business imperative. META group, now part of Gartner Inc., has estimated that an hour of downtime for critical IT systems can cost businesses \$1,000,000 or more. As a result, companies are looking to minimize downtime, but most enterprise monitoring software is difficult, time-consuming and expensive to deploy and maintain, requiring significant up-front financial and resource investment.

Minimize Downtime with Akibia's Infrastructure Monitoring Service

Akibia's infrastructure monitoring and performance reporting service is a proactive service that assists enterprises in reducing unplanned downtime by monitoring their server, storage, network, security and application environment 24x7. akibia helps clients maximize uptime through the advanced notification of potential issues and faster time-to-repair and problem resolution when a failure does occur.

When an issue arises, Akibia receives an alert, analyzes and validates the alert in the context of the client's environment, and notifies the customer, according to the terms of their service level agreement (sla). This enables the client to quickly put in place the appropriate corrective action to ensure minimal downtime, or leverage akibia's system maintenance services to resolve the issue. akibia provides:

- **Hardware Fault & Performance Monitoring - Maximizing Systems Availability and Uptime:**

Failure Prevention: By setting capacity and threshold parameters, Akibia identifies signs of bottlenecks, overburdened services or hardware anomalies - allowing potential problems to be averted before they become critical or impact the user.

Failure Detection and Resolution: in the event of a system failure, Akibia notifies the client and expedites the remediation process - whether using Akibia's systems maintenance services or the client's internal IT staff to resolve the issue.

- **Reporting & Trend Analysis - Optimizing Infrastructure Utilization and Performance:**

Through enhanced reporting, periodic reviews and access to Akibia's senior engineers, we enable clients to better manage their infrastructure and optimize systems utilization and performance.

Akibia's monitoring service supports a wide variety of infrastructure and application platforms including:

- **Data Center Infrastructure:** such as Sun, HP, IBM, Dell, EMC, NetApp server and storage systems
- **Security Infrastructure:** such as Check Point, Blue Coat, Infoblox, Juniper, Riverbed
- **Network Infrastructure:** such as Cisco, Extreme Networks, Nortel, Juniper
- **Applications & Databases:** such as Microsoft active directory, Exchange, Citrix, Oracle, VMware
- **Operating Systems:** such as Solaris, HP-uX, AiX, Linux, Windows server

Akibia supports additional systems and applications. For more information please contact your sales rep.

Benefits of Akibia's Proactive Monitoring Service

Key benefits of Akibia's proactive systems monitoring service include:

- **Reduced Downtime** - Akibia's proactive monitoring service reduces unplanned downtime by averting potential issues and ensuring faster time-to-repair when a failure occurs.
- **End-to-End Support** - By combining proactive monitoring with Akibia's systems Maintenance service clients benefit from end-to-end support, from issue identification through resolution.
- **Increased IT Staff Productivity and Efficiencies** - Akibia's monitoring service allows it to be more proactive and to focus on strategic it initiatives instead of " firefighting."
- **Cost Avoidance** - With Akibia's state-of-the-art infrastructure and systems, extensive expertise and best practices, clients avoid the cost of hiring and training the required staff, as well as acquiring, managing and maintaining the tools and infrastructure to deliver 24x7 monitoring.
- **Optimized Infrastructure** - Akibia's performance reporting and analysis enables clients to proactively tune and maximize the value of their infrastructure.
- **Plan for the Future** - Quarterly review meetings help clients with capacity planning - enabling them to make informed hardware buying decisions based off current systems utilization rates.
- **Reduced Risk** - Akibia's proactive monitoring service gives clients peace-of-mind that their infrastructure is stable and allows them to demonstrate due diligence from a compliance standpoint.

According to analyst research the average hourly cost of downtime ranges from \$28,000 in manufacturing to \$2.5 million in banking and finance to \$6.5 million in the brokerage industry.

The Akibia Difference

Since 1988, we have been helping clients optimize, secure, manage and support their data centers.

- **Data Center Experience** - With over 20 years experience supporting mission-critical, multivendor data centers, Akibia has worked with some of the most demanding data centers, helping clients maximize systems reliability, availability, performance and security.
- **Focus on Service** - as an independent services provider, our knowledge, experience and best practices supporting complex data centers enables us to deliver the highest level of service.
- **Customer-Centric** - Akibia's t l c² services philosophy motivates every employee to "t h i n k L i k e a c u s t o m e r," promoting t r u s t, L o y a l t y and c o m m i t m e n t - ensuring excellent customer service.

About Akibia, inc.

Akibia, a Zensar company, provides innovative Infrastructure Management solutions that enable leading companies worldwide to optimize, secure, manage and support their mission-critical infrastructure. as an independent advisor, Akibia partners with our customers to deliver solutions that improve the availability, reliability and performance of their data center, network and security infrastructure. Using its multi-shore capabilities, Akibia combines expert consulting, integration and support services with world-class customer service to help it organizations reduce costs, increase efficiencies and manage risk in the data center. For more information visit www.akibia.com.

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