



Ntiva Monitoring and Management Solution Guide

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INTRODUCING NTIVA MONITORING AND MANAGEMENT

One of the cornerstones of our proactive IT support is remote monitoring and management of client's endpoints, such as computers, servers and other network elements.

Ntiva offers two different levels of monitoring and management services, but in general automated monitoring and management provides detailed insight into our client's network, and gives us the ability to routinely push software updates and security patches which are critical to preventing problems before they even start.

In addition to proactive support, when an unforeseen network problem arises the software will detect it and send us an alert. This prompts us to take the necessary action to resolve the issue, which can often be remediated before the client is even aware of it.

This automated technology allows businesses of any size and budget to benefit from sophisticated monitoring and management for a fixed monthly fee, providing optimal network stability and increased uptime which is the goal of every organization.

In order to meet the different needs of our clients, Ntiva offers two different levels of service: Essential Monitoring and Management; and Premium Monitoring and Management.

ESSENTIAL MONITORING AND MANAGEMENT

The Essential service is included in our [Signature Support Plan](#) which provides a robust suite of indispensable IT services that the majority of our clients require. It may also be purchased as a stand-alone, recurring monthly service.

Essential monitoring and management provides complete coverage for all servers and workstations, including software updates, security patches, and 24x7 alerts; and up/down status for many other network devices, including routers, switches, firewalls and access points.

With automated "health" tracking our clients never have to worry if they have the latest upgrades or if security flaws are being overlooked. Employee's computers and devices will always be updated and protected, ensuring the business is up and running at all times.

For most of our clients who have a basic IT infrastructure in place, Essential is completely adequate for their needs.

PREMIUM MONITORING AND MANAGEMENT

For clients whose IT infrastructure expands beyond basic equipment, we offer our Premium service.

Premium monitoring and management provides more detailed, actionable insight into network devices, servers, virtualization technologies, storage and applications, using sophisticated techniques to pinpoint exactly where issues exist and precisely what the problem is.

Utilizing a centralized, cloud-based command center, we can now track all site traffic, load balancing and latency metrics across a client's complete environment. This in turn provides enhanced data that can be used for more strategic initiatives. As an example, the ability to collect both historical data and predict trends from a much broader range of technologies, can mean improved resource planning and performance optimization across the entire business.

Note that Premium is not a replacement for Essential, but is an enhancement that lets us monitor and manage additional technologies, both hardware and software, on-premises and in the cloud.

Premium is best for organizations that:

- ✓ **Require enhanced monitoring, logs, alerts and support**
 - > Network Devices (Switches, Firewalls, Routers)
 - > Servers
 - > Hypervisors
 - > Network storage
 - > Applications
- ✓ **Want the ability to maximize their existing IT Infrastructure**
- ✓ **Want to accurately budget for Network Infrastructure Upgrades**
- ✓ **Need to decrease downtime associated with network device failures**
- ✓ **Have an internal IT staff that needs visibility in all aspects of their IT infrastructure.**

Premium provides additional benefits including:

- ▶ **Data Retention:** One year of log retention of every data point (not an aggregate.)
- ▶ **Forecasting:** Leverages historical data for capacity planning and predicting when an issue is going to arise.
- ▶ **Critical visibility** into network devices, servers, hypervisors, storage and applications.
- ▶ **Insights and actionable intelligence** for quickly identifying where problems exist before and after they happen.
- ▶ **Cloud based offering**, no additional hardware to install on site or to manage.

Premium provides additional device and application coverage including:

NETWORK DEVICES

- Firewalls, Routers and Switches
- VoIP equipment/controllers
- Wireless Devices and Access Points

HYPERVERSORS AND VIRTUAL MACHINES

- Memory, CPU Load, Ballooning, Disk Latency, Disk Data Rates, Disk I/Os
- Datastores, Resource Pools and OS-level Metrics
- VMware-Specific Monitoring for vCenter, ESX/I Hosts and individual Virtual Machines, including ESX and ESXi Hardware Health
- Microsoft Hyper-V performance tracking at the Hypervisor and individual virtual machine level

STORAGE

- Every Active Interface, CPU Usage, Disk Activity, IO/Second, Cache Age
- Per Volume Space
- Per Volume Read and Write Latency, IO Operations/Second and Throughput
- Health Checks for Disk, Fan and Power Supply Failures
- Identify resource utilization at the aggregate level, construct overview graphs

APPLICATIONS

- Databases (Microsoft SQL Server, MySQL, Oracle)
- Web Servers (Apache, Nginx, IIS)

ABOUT NTIVA

Ntiva is a trusted Managed IT and Cloud services provider that offers IT services and support to businesses of all types, building and maintaining infrastructure, securing networks, and providing strategic technology expertise. Our team of world-class talent genuinely cares about the relationships we build and understands that response and precision are fundamental keys to a successful partnership. Ntiva's ultimate objective is to help our clients leverage their technology investments to improve their overall business performance.

**For more information on Ntiva monitoring
and management services, please contact us today!**

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ESSENTIAL MONITORING VS PREMIUM MONITORING

	Log Retention	Availability	Port/Network Status	CPU Usage	Disk Usage	Memory Utilization	Restart of Services	Patching (Critical Updates)	Patching (Security Updates)
SERVERS									
Essential Monitoring	1 Day	✓		✓	✓	✓	✓	*	*
Premium Monitoring	1 Year	✓	✓	✓	✓	✓	✓	✓	✓
NETWORK DEVICES									
Essential Monitoring	×	×	×	×	×	×	N/A	N/A	N/A
Premium Monitoring	1 Year	✓	✓	✓	✓	✓	N/A	N/A	N/A
NETWORK STORAGE									
Essential Monitoring	×	×	×	×	×	×	N/A	N/A	N/A
Premium Monitoring	1 Year	✓	✓	✓	✓	✓	N/A	N/A	N/A
APPLICATIONS									
Essential Monitoring	×	×	×	×	×	×	×	N/A	N/A
Premium Monitoring	1 Year	✓	N/A	N/A	N/A	✓	✓	N/A	N/A

* = Available at additional cost