

Secure Monitoring Service

Peace of mind

As competition in the international marketplace intensifies, you need to know that your systems are up and running at maximum efficiency. The consequences of unexpected downtime can be devastating, costing you far more than the price of repairs. Interxion offers a solution that will put those concerns to rest.

Industry-leading service

Interxion's Secure Monitoring Service (SMS), developed in cooperation with BMC, the industry's leading provider of systems monitoring and management software, you peace of mind, so your over-extended IT professionals can focus on more pressing, mission-critical issues.

With SMS you can rest easy, knowing that your business infrastructure is running at peak efficiency 24 hours a day, every day. An integrated suite of industry-leading monitoring tools tracks the status of all your devices, collecting and analyzing essential performance data. And Interxion's highly trained staff, available 24 hours a day, 7 days a week, will respond immediately in the event of a system breakdown, according to protocols that you determine.

Minimise costs, maximise productivity

Outsourcing your systems monitoring responsibilities to Interxion enables you to avoid large investments in equipment and staff, so that you can use your resources for revenue-generating business. A small investment in security can yield a big return in productivity. You and your staff can focus on the business of running your business while Interxion's experienced team of highly skilled engineers watches over your systems.

Remote monitoring

SMS offers a simple, effective and secure way to collect information via remote monitoring and presents the data in a single, understand Graphical User Interface. We continuously measure factors such as availability of URLs and ports, server and operating system performance, and network device statistics. Our systems experts will help you define appropriate "automatic alarm" thresholds and assist you in reviewing, refining and enhancing the parameters and associated thresholds you want to monitor.

Key benefits

- Critical performance data collection according to pre-defined parameters
- Data analysis based on prescribed rules and thresholds
- Customer-determined escalation procedures
- Agentless technology
- Web-based reporting
- Notification via phone, email or text
- ISO 27001-certified information security management systems

We'll do the heavy lifting

Interxion will handle the entire setup process. Just tell us what systems to monitor and who to contact in case of emergency, and we'll take care of the rest. You can choose the medium of communication for notification: a phone call using Interxion's European Customer Service Center (ECSC), email or text. As soon as one of the parameters on your equipment reaches a predetermined threshold, an alarm is triggered and the Interxion team goes into action, executing a pre-arranged "run-book" (predefined course of action) and performing restoration and repair procedures to minimize downtime.

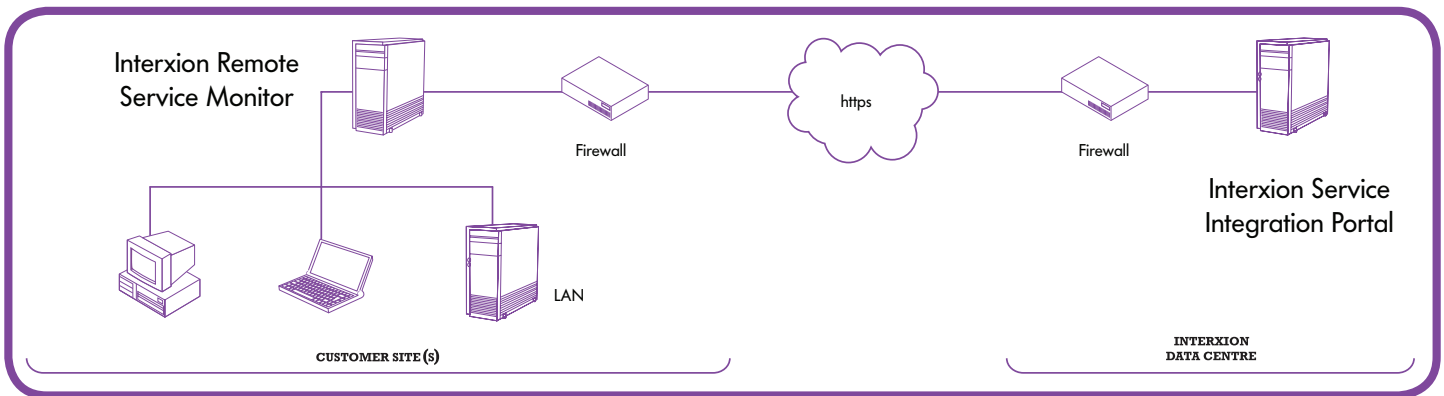
Agentless technology

Interxion's monitoring technology has been designed to eliminate the need for software (or agents) to be installed on every machine. This feature serves to minimize maintenance and related downtime. We install a small piece of software (the Remote Service Monitor) on one of the servers within your infrastructure that communicates with all the devices on your network. The Remote Service Monitor then communicates securely with Interxion. In certain circumstances, no software installation whatsoever is required.

Online access to data

You'll receive access to a personal online portal where you can view the real-time status of your systems and periodic reviews of system performance. The portal is user-name password-protected and uses 128-bit encryption for maximum security.

Secure Monitoring Service



Key features

The Monitoring portal continuously oversees the quality of your service, and provides the following:

- A single view of the performance of all your systems
- Comparison of each element with service level agreements
- Identification of problem areas
- Monitoring of:
 - server and desktop operating system performance (e.g. Windows, Solaris and Linux)
 - Website availability and Web transactions
 - Email and Internet services and port availability
 - log files, Windows and Unix processes
 - SNMP devices (including storage parameter sets)
 - Oracle and SQL server performance
 - Windows applications (IIS and Exchange)

Reporting capabilities

SMS offers the following reporting capabilities:

- Availability and service levels
- Mean time to repair
- Status views
- Event reports
- Historical reports
- Usage reports

Contact us

We will be happy to provide you with more detailed information about our managed services along with full pricing options.

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Accreditations & Associations



Cofounder EMEA Chapter, Uptime Institute



Contributor Member, The Green Grid



ISO 27001-accredited Information Security Management Systems



Contributor, EC Joint Research Centre on Sustainability



Patron of the European Internet Exchange Association