



**Proactive Monitoring and Preventive Remote Management of your  
Critical IT Applications**

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## it.watch – Availability makes the Difference

### The IT Infrastructure – Your Company's Engine

When your IT gets 'stuck', everything stands still. In today's business every activity fully depends on the smooth performance of your supporting IT systems. The necessary effort for keeping everything up and running is enormously large.

You have to constantly cope with outages which cause either direct income losses or result in personnel being unable work and other unnecessary costs.

Many of those outages could probably have been anticipated or even avoided if the local IT staff had not been hopelessly overloaded with other important tasks and projects. It is really not a matter of finding the "guilty person" (or some other kind of blame-throwing) but rather of keeping your business highly available requires professional know-how and business experience as well as dedicated and focused effort.

it.watch is the service which meets those needs exactly and offers the appropriate solution!

### it.watch Overview

it.watch is the professional and proactive maintenance service for your IT systems. It utilizes monitoring and remote management for all IT systems at the customer's site. The international db@net group exclusively offers It.watch. This group with its locations in the US - **Tangent Logic Inc.** in Israel - **db@net Ltd**, and in Germany - **it.delta GmbH**, combines the geographical dispersion with its intimate knowledge of the different mentalities and legal systems in order to provide excellent service for its customers all over the world.

Remote monitoring and management is of course no new invention. Many companies enjoy those services offered by professional vendors. Nevertheless, those services are generally limited to hardware, networking and/or operating system issues, sometimes accompanied by MS Exchange Server management.

This is exactly the point where we extend the offered service. All the layers mentioned so far are of course also covered by it.watch. How many times, though, you were helplessly confronted with system outage, while all your hardware, network and operating systems were functioning perfectly?

In order to cover all components, layers and aspects, which may impact the resulting availability of your systems, a huge span of know-how and experience in a wealth of technologies and software products is required. This cannot be expected from your local IT team, who is busy with non-less important projects and tasks.

It.watch took up the gauntlet and developed an end-to-end service array, which takes full responsibility for the availability of all components of your critical IT, systems. The developed methodology combined with a professional team of experts in all disciplines is definitely the unbeaten response to this challenge.

The it.watch Nerve Operation Center (NOC) was initially established in 2001 in order to meet the growing market demand for professional infrastructure monitoring, remote fault prevention and fault handling at the customer's site, providing professional backup for the IT staff - around the clock!

The NOC handles all organizational infrastructure management needs:

- 24x7 helpdesk for fault prevention, handling and monitoring the organization's critical infrastructure
- Automatic response to any fault and identification of potential problems *before* they happen
- Online and offline infrastructure monitoring
- Planning and managing backup mechanisms
- Planning and managing DRP systems
- Proactive continuous monitoring activity done remotely
- Structured escalation procedures to top experts
- Delivering on-request infrastructure projects

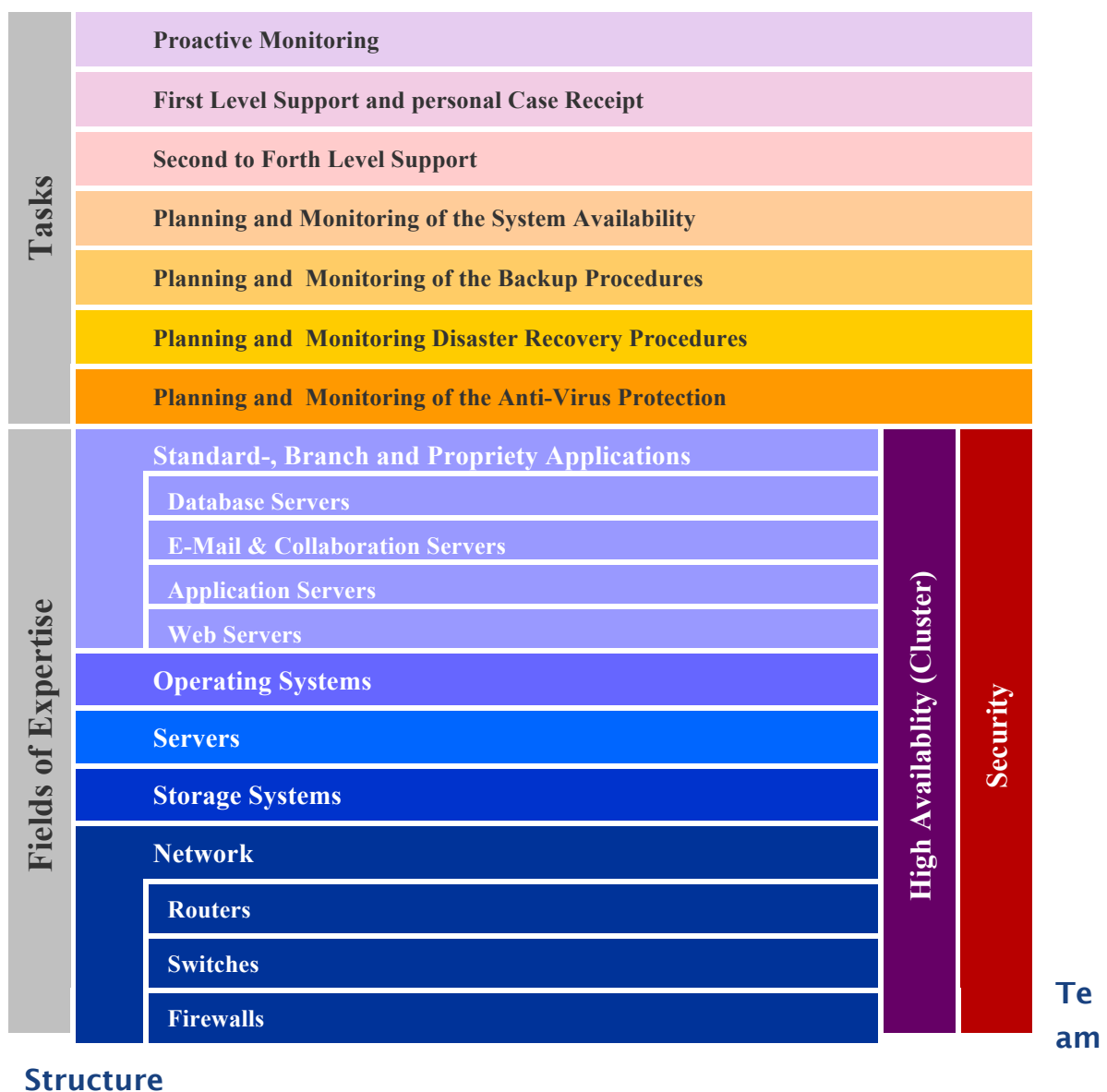
The it.watch NOC is available for you around the clock 24 hours a day, 7 days a week and 365 days a year via phone, email and SMS.

The NOC will respond to all support calls within minutes and open a support case in our ticketing system. The support case is then handled according to the pre-agreed SLA.

## Tasks and Fields of Expertise

It.watch does not approach your systems only from the technical point of view (“bottom up”), but actually understands your critical business processes and maps those processes to the relevant components. As already stated, a properly running operating system on fully functional hardware is important but not sufficient for the undisturbed performance of your business processes.

Every bit of your modern highly complex IT field must be monitored with the same accuracy as the more obvious main parts. This is exactly what it.watch service offers you.



## Structure

it.watch operates using a unique structure of three event-handling levels. The it.watch service center is manned by professionals who are trained in the fields of technology under their responsibility in order to give prompt and professional service to any call.

Our professional service advisors are available by roster at the service center's call around the clock, serving as the second level of support.

The company's top experts serve as the third level of support, for when the most complicated scenarios must be dealt with.

In addition to this professional dimension, we are totally aware of the urgent need for crisis management. An immediate escalation to this management level together with the professional level is crucial for each case solution.

Crisis Management	Service Center Personnel	Discipline Experts	System Experts
<ul style="list-style-type: none"> <li>• Account Manager</li> <li>• it.watch Manager</li> </ul>	<ul style="list-style-type: none"> <li>• Database Architects</li> <li>• System Engineers</li> </ul>	<ul style="list-style-type: none"> <li>• Database Experts</li> <li>• System Architects</li> </ul>	<ul style="list-style-type: none"> <li>• Chief Architects</li> <li>• CTO</li> </ul>

## The Support Levels

The ITWatch service includes 3 levels of support: Basic, Extended and Full.

The **Basic** support level suits organizations which need the ability to escalate a problem or get professional help within a short period (Next Business Day).

The **Extended** support level extends the basic level and provides a guaranty that one of our professionals will be available within 4 working hours. This SLA is for organizations which require a quick response to any problem that arises and which cannot be handled by the local team.

The **Full** support level provides much more than availability – it provides our responsibility for the customer’s environment. In this level, we will monitor the environment; prevent problems by performing active preventive maintenance, manage the backup and recovery procedures and also manage the disaster recovery procedures (if applicable).

	Basic	Extended	Full
<b>Response to a Problem</b>	✓	✓	✓
<b>Professional Services</b>	✓	✓	✓
<b>Preventive Maintenance</b>	–	–	✓
<b>Permanent Monitoring</b>	–	–	✓
<b>Backups</b>	–	–	✓
<b>Availability</b>	9 x 5	24 x 7	24 x 7
<b>Response Time</b>	Next Business Day	4 working Hours	4 hours

## Service Coverage

### Basic Coverage

It.watch covers the infrastructure level as well as the services and applications running over this infrastructure. The components in the list below are covered as a standard by it.watch. This list is steadily growing according to additional customer's requirements. For components, which are not mentioned in the list below, we offer tailored solutions in order to include them in the coverage.

Even for propriety systems, we find ways to monitor them and to improve their availability.

Server, Storage and Network Components	
Server Hardware	IBM, HP , DELL, Sun
Operating Systems	Windows, Linux, Unix
Storage Systeme	Netapp, HP, EMC, IBM
Clusters	Windows, Sun, Veritas
Routers	diverse
Switches	diverse
Firewalls	Cisco, FDS, Forefront

Services	
Databases	
	<b>Oracle Version 8.x und higher</b> <ul style="list-style-type: none"> <li>• Single instance</li> <li>• Real Application Cluster</li> <li>• Standby (manual or via DataGuard)</li> </ul>
	<b>Microsoft SQL Server Version 6.x and higher</b> <ul style="list-style-type: none"> <li>• Clustered</li> <li>• Mirrored</li> </ul>
	mySQL
	Postgres
Webserver	IIS, Apache
Application Server	Tomcat, Weblogic, .NET
Backoffice	Microsoft Exchange 200X, Lotus Notes
Microsoft System Center	SCOM, SCCM, HYPER-V, Forefront Security
<b>Other Services</b>	Per request

## The Monitoring Solution

It.watch uses the award-winning Nagios monitoring solution – an enterprise-class monitoring software package -, which was tailored to our needs.

It.watch has implemented a so-called manager-of-manager architecture of nagios servers which allows us to implement a unique, tailored solution for each customer, that reports to the central NOC (Nerve Operation Center).

Integration with existing monitoring solutions is of course also possible, but might be priced differently.

The monitoring solution includes monitoring of the following components:

Components	
Hardware	If supports SNMP
Operating Systems	<ul style="list-style-type: none"><li>• Availability</li><li>• Capacity</li><li>• KPIs (Key Performance Indicators)</li></ul>
Databases	<ul style="list-style-type: none"><li>• Availability</li><li>• Capacity</li><li>• KPIs</li><li>• StandBy Freshness</li><li>• Backup Freshness</li></ul>
Applications	<ul style="list-style-type: none"><li>• Logs (if applicable)</li><li>• KPIs (if applicable)</li></ul>
Websites	<ul style="list-style-type: none"><li>• Availability</li><li>• KPIs</li></ul>

## Proposed Solution

In order to provide effective and responsive service, the it.watch service personnel must be intimately familiar with the customer, its technological environment and its business needs.

Therefore it.watch maintains a well-documented “Customer profile” of each customer, which includes all the information required in order to provide service best-suited to the customer. This documentation is reviewed and updated regularly during the support phase.

The customer profile document is prepared during the *setup phase*, which is performed as the first step of the support phase. The effort required in this phase depends mainly on the complexity of the environment and the number of components involved.

## Setup Phase Description

As explained above, the it.watch team performs a setup project in order to gain a deep understanding of the customers' environment. During this phase we implement the monitoring solution (if applicable) and create a work procedure for the solution maintenance.

Our team reviews the current maintenance procedures as well as the known problem solutions as defined and experienced by the customer.

The set of documents written in this phase, together with the personal experience of our professionals performed it, is the base for knowledge transfer to the entire it.watch team.

Please see the “*Customer Profile Template*” which gives a good overview of the content of the document.

### **On-going Support Phase**

The support phase can begin immediately after all the necessary information is gathered and properly documented. The it.watch team provides up to 24x7 of coverage for monitoring and maintenance of the services according to the agreed SLA.

The customer is informed of all problems handled by it.watch service as follows:

- In case of a critical problem, the customer is informed immediately.
- In case of a major problem, the customer is informed on the next business day.
- At the end of each month, the customer receives a summary of the monthly activities, including all support cases and problem handling
- In the event of a complex problem, which requires specific expertise, the it.watch team escalates the problem to the next support levels.

### **Per-Call Assistance for non-support related work**

We are of course at your disposal for every requirement which may arise during our maintenance contract and which is not covered by it. Upon request, we will provide experts for work not related to the support of existing environments. The tasks and schedules will be determined as a first step. We will then provide an expert no later than 1 week from the date of the request by the customer.

## Problem Escalation Procedures

### Severity Levels

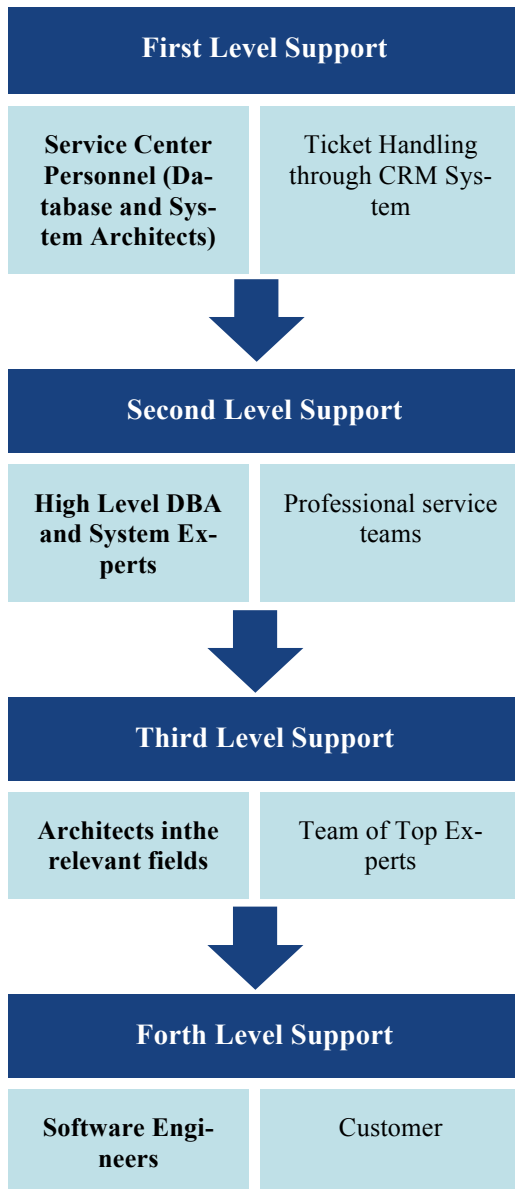
Severity of a case is generally mapped to one of three levels. The main decision factor of course is the impact on the availability of the relevant business process.

Severity Levels	Description	Response Time
<b>Critical</b>	Complete outage of the business service, or performances degradation of the service to a level that the business effect is similar to a complete outage	Within 30 minutes
<b>Major</b>	Partial outage of a business service by either outage of several components of the business services or performance degradation of the business process	Within 240 minutes
<b>Minor</b>	Outage or performance degradation of a technical component that affects the business service but has minor impact to the users experience	Next business day

### Resolution Efforts

Our team shall use its best reasonable commercial efforts to assist customer to identify and resolve all reported system problems resulting from suspected defects in the products, either permanently or with a work-around pending permanent resolution, as follows:

Severity of the Problem	Recovery Time (Work-Around)	Resolution Time (Permanent)	Effort
<b>Critical</b>	4 hours	7 days	7 x 24 hours / 365 days
<b>Major</b>	6 hours	14 days	7 x 24 hours / 365 days
<b>Minor</b>	Business Week	Next Maintenance Release	5 x 8 hours / workdays



## Escalation Process

The it.watch service center is experienced with problem handling in customers' infrastructure. It is crucial to make correct decisions in a very timely manner, or else expensive time is wasted in the process of the solution. As our it.watch team solves many different problems per day, it is well trained in terms of technology as well as in terms of hands-on experience.

The it.watch crisis management level, which is manned by experienced project managers as well as the it.watch manager himself, is responsible for smooth problem handling without unnecessary interaction with the customer.

The diagram on the left clarifies the escalation process as well as the involvement of the relevant team members. It is important to mention that each level of support is properly trained and instructed to hand issues over in case necessary. In this way we guarantee no waste of time in the most critical moments of your service case.

## The Pricing

In order to reach a fair price, we first count all the physical units and all the services, which are covered by the agreed SLA. This number is then multiplied by the price per unit for the requested support level.

This transparent cost calculation does not only provide a fair monthly rate but also enables us to provide you with a simple ROI.

The one-time rate for the setup phase depends on the amount of physical units only.

## Conclusion

In today's market, where controlling costs on the one hand and IT availability on the other hand dictate our business, the need for it.watch is crystal clear.

We have spent an enormous effort not only in building a reliable service, which guarantees your system uptime, but also in creating an affordable price structure which enables the service to grow with your needs.

In the end, it is only success that counts. Let us be your trustful partner and escort you through all the stages of your business life while taking care of your IT infrastructure.

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