

{ Device Monitoring Services }

Problem: You've found the best tools to run your devices and servers. But you may not have the time, expertise and resources to operate these tools effectively. So how do you ensure the availability, performance and functionality of your IT environment—day after day, month after month, year after year?

IGX HAS A SOLUTION

Our Device Monitoring Service can provide ongoing tracking of your devices and servers on a 24/7/365 basis. We'll keep you informed about how well your devices are operating, identify issues before they become serious, and work with you to resolve these issues.

Our job is to sort through the huge amount of data that device monitoring generates and present our insights to you in user-friendly reports that drive timely decision-making. By proactively monitoring and troubleshooting key devices and addressing problems before they escalate, you'll be able to minimize distractions, avoid costly downtime and help keep your business running smoothly.

SYSTEMATIC CHECKS

igxglobal keeps your environment on track with systematic checks. igxglobal provides ongoing tracking and monitoring of each device and server on your network to determine the system's availability, health and functionality. Using one or more of the following approaches, we will determine whether your environment is operating at acceptable levels and free of faults:

Active Ping Checks

The device is pinged multiple times on a scheduled basis to verify:

1. Response
2. Consistency in Response
3. Response Performance

Network Connect Service Checks

A connection is made to a network port supporting specific services to ensure:

1. Service Availability
2. Service Response
3. Service Performance.

SNMP Checks

Internal functions and faults are verified via SNMP queries over an encrypted connection. These tests perform positive and negative checks verifying service health and operational status.

OS and Application Checks

igxglobal monitors server platforms running with an Operating System (OS) for hardware utilization in the common areas of processor, disk and memory. This ensures that thresholds are not exceeded, which can slow or disable a system or function.

NOTIFICATION ALERTS

Notifications are sent out according to the needs of your business. igxglobal will notify you of total or partial outages that make a device, system capability or interface unavailable. We will also inform you when error thresholds are exceeded (faults).

Should a system fault or outage occur, we will notify your on-call person (and back-up contacts, if the primary contact cannot be reached).



You can choose to be notified via phone, email or pager according to one of the following schedules:

Option 1 24 hours per day, 7 days a week

Option 2 24 hours a day, Monday-Friday

Option 3 8:00am-6:00pm, 7 days a week

Option 4 8:00am-6:00pm, Monday-Friday

WE HELP YOU SIMPLIFY SECURITY

igxglobal will help you simplify security. We take the time to understand your business and your security requirements. Then we provide solutions that meet your day-to-day needs while also creating a state of sustained predictability. Device Monitoring is part of a broad range of solutions offered by igxglobal that includes Security Operations Services, Threat Mitigation, Security Products and Professional Integration.

RIGOROUS MONITORING

Our Device Monitoring service includes a comprehensive series of evaluations that the skilled experts in our Operations Center perform routinely for a wide range of clients. So you can leverage our expertise without the investment needed to maintain these resources in-house. igxglobal monitors the following aspects of each device/server:

Routers/Switches

- a. **System Availability (Ping)**
- b. **System Response Performance**
(Average Ping Response Time)
- c. **System Function**
 - **CPU Load**
1-Minute Average
5-Minute Average
 - **System Image Verification**
(Compromised Image Check)
 - **System Uptime**
(Check for reboots)
 - **Interface Up/Down Status**
 - **Interface Fault Status**
(Errors/Discards)
 - **Service Connect Verification**
(Telnet/SSH)
 - **BGP/IGP Status**
BGP/IGP Peer Status
BGP/IGP Peer Availability

Access and Application Firewall

- a. **System Availability (Ping)**
- b. **System Response Performance**
(Average Ping Response Time)
- c. **System Function**
 - **CPU Load**
1-Minute Average
5-Minute Average
 - **Memory Allocation and Utilization**
 - **Session Allocation and Utilization**
 - **System Uptime**
(Check for reboots)
 - **Interface Up/Down Status**
 - **Interface In/Out Fault Status**
(Errors/Discards)
 - **Interface Out Queue Status**
(Is it forwarding packets)
 - **IP Protocol/Address Errors**
 - **Route Availability**

Intrusion Detection or Prevention

- a. **System Availability (Ping)**
- b. **System Response Performance**
(Average Ping Response Time)
- c. **System Function**
 - **CPU Load**
1-Minute Average
5-Minute Average
 - **Memory Allocation and Utilization**
 - **Disk and Partition Checks**
 - **Operating System Checks**
 - **IDP Specific Process Checks**
 - **NTP Checks**
 - **Interface Up/Down Status**
 - **Interface Error/Discard Checks**
 - **Zombie Checks**

