



Security Solutions
Advanced Infrastructure Solutions
SOA and Business Process
Information Worker Solutions

Systems Monitoring

Data protection services to store, protect and retrieve your data to meet the demands of the business and ensuring maximum business continuity in the face of a disaster!

The Challenge

When IT services are interrupted, IT Professionals are expected to take the necessary actions to restore services as quickly as possible. The cost of downtime can be directly linked to how long it takes to restore the services and time is money. However, a significant amount of time is spent:

- Dealing with issues that could have been avoided if detected earlier
- Trying to determine the importance and priority of events and their root cause
- Searching for the appropriate resolution information

The Solution

BSG Monitoring delivers organisations extensible and scalable enterprise-class service monitoring and management by providing:

- Comprehensive event management
- Proactive monitoring and alerting of thresholds and events
- Root cause analysis of identified problems
- Reporting and trend analysis
- System and application specific knowledge and tasks

This combination of service elements improves the availability, manageability and scalability of customer IT environments whilst passing the responsibility for operating the monitoring environment to BSG via a single Service Level Agreement.

BSG Monitoring can be deployed on environments within the BSG Data Centre or on premise at a customer site. The BSG core monitoring infrastructure is located within the BSG Data Centres in a geographically diverse configuration for maximum resilience. Where the solution is deployed as an on premise solution within a customer's own data centre, local data collection appliances are located within the customer environment to allow secure connections into customer environments and to protect against connectivity failure.

Service Options

BSG Monitoring has three options to allow customers to build a solution that meets their specific criteria from a set of pre-defined components. These three options are all available for customers either within the BSG Data Centre or on premise at the customer's own Data Centre.

1. Detect

The Detect service is designed for organisations that simply want to be notified when elements in their environment breach a threshold or fail. This service will monitor an agreed number of devices and applications against pre-defined alert detection thresholds. Staff nominated to receive the alert will be informed via email or SMS. Historical reporting on the alerts generated is provided on a monthly basis.

2. Detect and Respond

The Detect and Respond service is designed for organisations who want alerts responded to and issues addressed within an agreed Service Level Agreement. BSG will respond to alerts and remediate any issues within the supported environment. Alerts can also be received by the customer as well for informational and tracking purposes.

BSG will respond to critical alerts against a response driven SLA and to informational alerts on a scheduled basis. The response SLA will be agreed with the customer when the service is initiated.

At the end of each month a report showing historical alerts and the responses will be produced and electronically delivered to the customer. These reports will be summarised and discussed with the customer at their periodic Service Delivery Reviews.

3. Detect, Respond and Plan

The Detect, Respond and Plan service is designed for organisations who not only wish to understand the direct cause of any alerts but to be able to review the underlying performance of their systems. This service provides customers with alert response as described in the Detect and Respond service but also provides for a more detailed analysis of the root cause of any incidents.

Detailed trending data will be extracted and reviewed by BSG and discussed with clients in a one day Quarterly Strategic Review Workshop. Typical subjects for discussion in such workshops are server consolidation, storage planning, network performance reviews and application performance reviews. These workshops allow customers to review the overall performance of their infrastructure and plan changes to allow them to extract maximum performance and value from their IT investment.

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The BSG Monitoring Infrastructure

The BSG Monitoring platform has been built on world class technology and deployed into our own resilient Data Centres, allowing us to offer our customers 99.9% availability SLAs for the service.

The core of the service is built on Microsoft Systems Center Operations Manager (SCOM) 2007 which is used as the Manager of Managers into which carefully selected best of breed monitoring tools pass information through either XML or SNMP. The SCOM environment is fully clustered and operated on a highly resilient virtualised platform, allowing BSG to scale the underlying hardware independently of the service.

Data is collected through the SCOM environment and stored in a Microsoft SQL Server 2005 database which is configured in a high availability cluster. As with the SCOM environment, the SQL Server environment is built within a virtualised environment to allow software independent hardware scalability, thus allowing BSG to develop and expand the systems without any operational impact.

Why BSG Managed Services

BSG Managed Services support dynamic organisations align their IT services with their business requirements. As BSG managed services are underpinned by detailed SLAs, optimal service delivery is guaranteed. Ultimately, when it's working, you pay us; when it's not, we pay you.

In our market place our breadth of product and service offerings make us unique, allowing us to engage effectively at all levels within an organisation to design, deploy, operate, and improve IT services that are essential to any business. A BSG managed service is tailored to meet your specific business needs; you select the pieces of the jigsaw you need, in whichever combination suits you best.

All of the BSG managed services offerings are underpinned by BSG's Managed Service foundations, ensuring that the technology deployed by our customers is viewed as an investment, and not a liability.

Next Steps

Telephone: 020 7390 8653

and ask for Managed Services

Email: info@bsg.co.uk

Or contact your existing BSG Account Manager

Visit: www.bsg.co.uk