

Proactive Support Services Availability and Capacity Monitoring

Proactively monitor to minimise the risk of downtime and performance degradation

Dimension Data's Availability and Capacity Monitoring Service actively monitors assets for swift issue resolution, delivers the advance notification needed to prevent availability and performance degradation, and provides insight to better support asset lifecycle management.

Business Outcomes

- Faster issue resolution
- Increased IT service availability
- Reduced support cost
- Improved staff efficiency
- Better planning of asset upgrades
- Avoidance of future downtime

Challenges

Poorly performing or unavailable ICT assets have a huge impact on the continuity of your business and your reputation. To ensure a high-performance environment, you need the right information to make informed decisions and to take corrective actions quickly where needed. You're challenged with reducing costs but you need to balance this against end-user demands. Balancing risk against necessity is both complex and challenging. You need a more insightful eye on your assets and their availability and performance.

You don't want tools that inundate you with unnecessary notifications or irrelevant reports, but you do want real-time, relevant information as to an asset's status, availability, and performance. You need to get the data necessary to make informed IT decisions and to act swiftly to avoid performance issues.

Solution

Our Availability and Capacity Monitoring Service provides you with insight to help you make better decisions, tightly manage capacity, and more carefully plan upgrades. We give you access to reports, data, analysis, and metrics to support you in delivering higher availability and performance to your customers while reducing your support cost.

The service includes:

- active polling and proactive asset monitoring on a real-time basis
- tailored monitoring against defined capacity thresholds
- management and recording of availability and capacity related events
- availability testing of redundancy mechanisms at predetermined intervals
- access to the Managed Centre Portal for near real-time reporting and data analysis
- notification within 15 minutes of events that could affect performance and availability

How the Service works

Improve availability and performance with better monitoring, management, and reporting of events

We have developed a set of custom monitoring plans tailored to each asset type to ensure notification for the events that matter and no distraction by the events that don't. We record, manage, and log events related to availability and capacity where relevant. You can rely on us to validate the accuracy of the information, analyse and filter it, correlate it, classify it, and even perform initial remedial action, if required.

We log incidents onto our IT Service Management System and route them to the appropriate party – including third parties. To further ensure that an event is given the serious attention it needs, you will be notified within 15 minutes of its detection via either SMS or email.

Our Managed Centre Portal also provides you with access to near real-time views of the availability of any managed device. When you access the Portal, you will see the availability of the device and the number of incidents logged within your chosen time interval.

You also can access your availability and capacity reports through the Managed Centre Portal.

Availability reports delivered monthly via the Managed Centre Portal:

- **Infrastructure availability summary** report displays the availability of each asset along with the downtime experienced by the asset for a selected timeframe.
- **Top availability problems** report shows the top 10 assets with the greatest volume of availability issues across type, configuration item name, average availability, and unreachable period.
- **Availability exceptions** report provides the details on the top 10 availability exceptions when 100% uptime has not been achieved.

Capacity reports delivered monthly via the Managed Centre Portal:

- **Interface bandwidth utilisation** report provides utilisation information, on a per interface basis, to allow for analysis of telecommunications circuit bandwidth requirements.
- **Processor utilisation** report identifies the level of CPU utilisation to ensure appropriate hardware is deployed in your environment.
- **Memory utilisation** report identifies the level of CPU utilisation to ensure appropriate hardware is deployed in your environment.

These reports provide you with the metrics required to take corrective action on a timely basis when needed. They can be customised to suit specific reporting periods for quick and easy diagnosis and assessment.

Ensure maximum uptime with availability testing

The last thing you need when critical infrastructure goes down is to find out that your backup mechanisms aren't working. We ensure that these are tested at predetermined intervals to ensure that they are operational when you need them. We provide you with an availability testing results report that can be tailored to suit your business needs.

Minimise risk, maximise efficiency

You want to maximise return on your ICT assets while still holding onto the ability to scale your resources quickly? We leverage industry-leading remote infrastructure (RIM) tooling to monitor and report on your infrastructure usage.

We will help you to:

- Minimise the risk of sweating to optimise return on assets.
- Minimise the impact of future downtime by predicting when key operating metrics will progress out of tolerance.
- Maximise the return of your ICT assets through targeted upgrades.
- Maximise asset sweating through baseline threshold analysis.

What is the value of Availability and Capacity Monitoring?

With our Availability and Capacity Monitoring Service, we hand you the keys to unlocking comprehensive control over your assets and infrastructure. We can remotely monitor your assets and application environments to help detect and prevent issues that will impact on your business continuity.

We commit to:

- notifying you within 15 minutes of an event
- reactively identifying availability issues quickly
- proactively identifying conditions that risk future availability to prevent future downtime
- providing accurate failure and diagnostic information to speed up the resolution process
- providing availability reporting to test the effectiveness of your availability improvement measures

Availability monitoring and reporting delivers exceptional value for money and is a powerful service you can use to improve continuity, management, and control.

Additional Proactive Support Services

Availability and Capacity Planning is a member of our Proactive Support Services portfolio. Our Proactive Support Services accelerate IT optimisation and ensure that your technology is delivering all that it can. Our IT Asset Tracking and Analytics discovers your asset data and transforms it into actionable information to make informed infrastructure decisions. We recommend combining Availability and Capacity Monitoring with one or more of our other Proactive Support Services to gain both additional operational efficiencies and support optimisation of your infrastructure.

Additional Proactive Support Services you may wish to consider include:

Annual Version Updates helps you standardise on vendor updates for infrastructure under contract with us.

Asset Tracking and Analytics discovers your asset data and transforms it into actionable information to help you make informed infrastructure decisions.

Configuration Archive uses automated mechanisms to backup and store the last two configurations on the assets covered.

Technical Account Management assigns a senior engineer who understands your operations, monitors and tracks your support needs and service requests, troubleshoots issues, and identifies opportunities to improve availability.

Service Delivery Assurance assigns a client delivery executive to act as your advocate and help provide governance across service entitlements, processes, and assets.

Proactive Problem Support reviews service incidents and proactively identifies potential problems that can result in future downtime.

MACD Support fulfils standard move, add, change, and delete requests, relieving your team of these routine functions.

Third Party Incident Co-ordination delivers end-to-end incident management support for service incidents involving multiple providers.

The Dimension Data Advantage

We understand that your business has its own challenges and asset scenarios and hence our Availability and Capacity Monitoring Service is tailored to meet your specific needs. We also know that most monitoring tools come with a default setting that detects and notifies of events in huge volumes and that this load is often too heavy for most people.

We deploy a monitoring plan that removes the unnecessary and low value alerts. We also route the important ones to an event database and report on these non-urgent issues. Now, you can fully realise the benefit of monitoring without the notification load.

In addition to this, we have spent time on our reporting capabilities so that you value the reports you receive. It's easy to end up with reports nobody uses and which offer little value. With our reporting tools, you get the data you need, to locate and address issues.

During your transition phase, we will implement an initial set of thresholds and conduct an analysis based on the first three months of performance data. These results are then compared against best practice standards to support you in determining what you need to do to ensure performance is maintained or enhanced as well as to determine the initial threshold values for real-time notification.

Our portfolio of Proactive Support Services improves operational efficiency by automating and integrating processes, leveraging analytics to improve your decision making, and simplifying operational complexity across technologies and vendors. We can proactively handle many of your standard IT processes freeing up valuable staff and management time to devote to innovation.