

Availability and Performance Monitoring Service for EMC Centera

The Availability and Performance monitoring service for EMC Centera enhances the proactive operations services with reactive possibilities.

The aim is to provide a possibility to test and validate system availability from an application point of view. To reach this goal, the monitoring client software periodically writes, reads and deletes content on EMC Centera. By installing the client in the application server network, all components between this system and the monitored systems are traversed and the availability tested in more detail than by just testing if the system can be reached on the network by simple ping commands. Loss of power of the whole system as an example will not generate any alert messages and needs to be detected as quickly as possible.

The details of the enhancements to the Managed Services for EMC Centera are detailed below. The table summarizes the service content.

Service content	Light	Standard	Plus
Single or replicated environment	•	•	•
Monthly Availability Report	•	•	•
Failure notification by Informatio		•	•
Reaction to failures during business hours		•	•
Response time chart and monitoring			•
Reaction to potential performance issues			•

Availability and Performance Monitoring Service “Light” is the ideal solution for customers that require monitoring of their system availability for reporting purposes only. The service provides proof of the system availability.

Availability and Performance Monitoring

Service “Standard” provides in addition to availability reports also the notification of the customer and Informatio in case of unavailability of the archive system. In this situation Informatio will react to the situation. Normally the system is accessed through the existing remote access procedures to find out what causes the unavailability of the system.

Availability and Performance Monitoring

Service “Plus” is aimed at customers who not only need to ensure their system is available but also want to ensure that the performance levels meet customers expectations. By detecting periods of higher response times, situations that may lead to performance problems are detected and can be responded to. Whatever the cause of the increased response time may be, network, firewall, or hardware failures on the archive system can now be detected.

Applications that complain about performance issues can be shown the current and past response time development.

Pricing requests

Please direct pricing requests with a short description of your NetApp Storage landscape to Informatio using the contact information below.

Informatio GmbH
Marktgasse 52
3011 Bern
Switzerland
T +41 32 396 24 00
F +41 32 396 23 90
mail@informatio.ch
www.informatio.ch