

Silver Level Service Offering

Remote Systems Monitoring: Based on best-practice monitoring policies, proactive remote monitoring is provided at the customer's site for all critical network components such as workstations, servers, applications, network services and network devices (i.e. firewalls and routers), allowing for problems to be eliminated before they occur.

Remote Alerting: A robust notification engine provides alerting to keep technicians informed when problems are identified in an environment. The alerting engine is closely tied to the monitoring engine. Alerts themselves can be scheduled via the alert scheduler to ensure the appropriate people are being notified. Automatic alert escalation ensures that no alerts are missed and that the appropriate action is taking place.



FLAT FEE PRICING

The goal of J4 Systems' managed services is to free you from the burden of maintaining a network infrastructure, while offering you fixed monthly costs. This allows your staff to stay focused on activities that execute your business strategy and ultimately add to the bottom line.

Our managed service offering includes a quarterly metrics review that will help track system performance, proactively recognize potential problems and help identify key needs for growth planning.

Our metrics will give you insight into historical information for comparison and tracking purposes. This includes graphs and data that are easy to understand and will assist you in making critical business decisions based upon the strength of your network infrastructure.

**SILVER
LEVEL**

SILVER LEVEL

866-547-9783

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Site Health

Servers	70%
Server Availability	90%
MBSA	50%
Workstations	73%
MBSA	73%
Network	99%
Internet Availability	97%
Network Services Availability	100%

81%

Top 5 Disk Utilization (Servers)

smarshall-dt.ipl.local	D:	100% Used
qalab023	C:	96% Used
xps2	E:	96% Used
jbartley-dt.ipl.local	D:	96% Used
xps2.XPS2	E:	95% Used

MBSA Summary



Incomplete Scan - (18)	Security FYIs - (2)
Potential Risk - (1)	Severe Risk - (9)

Managed Activities

Patch Assessments Completed	0
New Devices Added	31
Trouble Tickets Closed	0
Remote Sessions	0

Asset Overview

Windows Servers	116
Windows Workstations	39
SNMP	17
Total	172

Alert Summary

OS	209
Device Down	129
Application	13
Uncategorized	3
Security	1
Total	355

Alert Turnaround

< 15 m	< 1 hr	< 4 hrs	< 1 day	> 1 day
120	68	22	30	34

Top Devices by Number Of Alerts

qa-bert2.ipl.local	27
tachweb.ipl.local	23
sazzam-test.ipl.local	21
rberndt-It	11
vvachaev-dev.ipl.local	10

Alerts

Site: Group:

Group Folder: Alert category:

Alert category folder: Device:

Total Alerts: 29 Clear all alerts

Alert Category	Device / Website / Site	Time Of Alert	Alert Configuration	Ticket	
OS - Performance Counters	File_Server1	1/3/2009 12:41:00 PM	Memory Available MBytes	<Create>	✗
OS - Performance Counters	Development_Server1	1/3/2009 12:11:12 PM	LogicalDisk C: % Free Space	ID 14	✗
Application - Backup	Backup_Server1	1/3/2009 8:56:19 AM	Job Failed Alert	<Create>	✗
OS - Performance Counters	MS SQL Server1	1/4/2009 4:17:04 PM	LogicalDisk C: % Free Space	ID 13	✗
OS - System Events	MS SQL Server1	1/4/2009 3:52:52 PM	Shutdown Unexpected Alert	<Create>	✗
OS - Performance Counters	Report_Server1	1/3/2009 12:06:40 AM	LogicalDisk C: % Free Space	ID 12	✗
Performance Counter Alert :: OS - Performance Counters				Remote Control	
Category:	LogicalDisk	Instance:	C: Counter: % Free Space		
Threshold:	25	Number of data points:	2 Direction: Below		
Network - Switch	Cisco 3508X	1/2/2009 9:12:17 AM	Interface 21 Operational Stat	<Create>	✗
OS - Security Events	MS SQL Server1	1/1/2009 8:46:08 AM	Unknown User Name and or P	<Create>	✗

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