

Novell® IT Services: System Monitoring

Novell® System Monitoring is a proactive service that identifies potential issues before they become a problem. Not only is this a cost-effective way to have Novell experts monitor your systems 24x7, it also translates to less downtime. The result for you: more productive employees and ultimately, higher profitability.

Novell System Monitoring Overview

Your network is your business. It must be available 24x7 to employees, customers, partners and suppliers. That kind of uptime requires vigilance; overlooked performance issues can grow into problems that monopolize your IT staff and reduce productivity, resulting in downtime for your business and possibly devastating your bottom line. Yet with demands on your staff already high and a budget that continues to shrink, you might lack the resources to proactively manage your myriad systems the way you'd like to.

The Novell System Monitoring experts alert you to problems or potential problems, performing regularly scheduled inspections that include the following:

- *Regular health checks to ensure your systems are performing optimally*

- *Reporting on system alerts and application availability*
- *Proactive patch notification, including recommendations regarding patch levels and availability*
- *Critical notifications of bottlenecks or overburdened services (such as disk-space warnings and over-utilization alerts)*

Best of all, you customize the terms of service: what technologies are covered, hours of coverage, reporting frequency and escalation procedures.

Making the Most of Your Systems

Let someone you trust monitor your systems for you. With System Monitoring from IT Services, Novell helps you make the most of your systems so you can deliver on promises you've made to the people who matter most to your business.

■ **Solutions:**

Novell Global Services and Support

■ **Products:**

IT Services

Novell System Monitoring includes the following:

- Regular health checks
- Reporting on system alerts and application availability
- Proactive patch notification
- Critical notifications of bottlenecks or overburdened services

“Before Novell [IT] Services, if a server went down in the middle of the night, we wouldn’t know about the outage until the next day when a user called to report it. Since Novell took over, when a server goes down at 3 a.m., I get immediate notification and a second message a minute later saying that Novell brought the server back up. The difference is amazing.”

Ken Lobenstein
CTO/CSO
Continuum Health Partners

www.novell.com

If you’re ready to shift your focus back to your top priorities—your customers and partners—it’s time to take advantage of the key benefits of Novell System Monitoring:

- **Prevent problems and downtime.**
Identify and resolve issues before they become problems to your network or your business. When issues do arise, the resolution can begin before users start calling the helpdesk. Our experienced team will detect potential issues and resolve them before users are interrupted, giving you—and them—peace of mind. For businesses that can’t afford downtime, proactive monitoring is a must.
- **Maximize your IT staff.** *By having someone else keep an eye on your network, you can deploy your IT staff on mission-critical or strategic activities that do more for your business. Novell System Monitoring is a cost effective way to get after-hours coverage without the cost of additional full-time resources.*
- **Tune and optimize your systems.**
Make the most of your systems and your IT investment. Novell experts regularly check the health of your systems and provide recommendations to make sure they’re working for you at peak effectiveness.
- **Plan for the future.** *Knowing what your systems are doing today can help you plan where to take them tomorrow. Novell System Monitoring tracks your systems and their performance and regularly reports the data you need to plan future requirements and resource distribution.*

Your IT staff has more important things to do than constantly monitor your systems. But that doesn’t mean you have to neglect them. Instead, turn monitoring over to Novell and give your talented IT team the chance to focus on key projects to continue building a successful business.

A Winning Solution

System Monitoring is just one aspect of the Novell IT Services solution. Other offerings include System Management and Hosted Services.

Novell provides organizations of all sizes with the technical services they need to define and achieve their specific objectives. Our professional and customizable services are customer-focused—not product-driven—and backed by more than 20 years’ experience in building and supporting technical solutions for multivendor, global enterprises. Regardless of the platform mix in your environment, our team—provides the support you need. From System Monitoring and Management to Hosted Services, we will help you find the level of support that meets your needs.

For more information about System Monitoring and other Novell IT Services, please visit www.novell.com/itservices or contact your Novell sales representative.



Contact your local Novell Solutions Provider, or call Novell at:

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