



P4watchSM

Proactive Monitoring Services

In-depth Visibility into the Performance of Your IT Environment

P4 Performance Management has expertise in the monitoring and management of IT infrastructure from the network layer to the application layer, and can tailor a solution to meet your dynamic needs. P4 offers secure monitoring and managed services combined with professional services consultancy to enable capacity planning and performance management of critical IT systems and applications.

P4's proactive monitoring services can provide the following benefits at the levels you choose:

- ▶ A broad range of expertise, inclusive of most industry leading equipment/OS/applications
- ▶ A single point of contact for all of your needs
- ▶ Monitoring from the network layer to the application layer
- ▶ Customized threshold levels adaptive to your business needs
- ▶ Dedicated account management
- ▶ Centralized monitoring from our Global Enterprise Management Center (GEMCSM) for easy coordination across all product lines
- ▶ Quarterly proactive analysis of system health
- ▶ Root cause analysis support

Proactive Monitoring Services

P4 Performance Management can provide full monitoring solutions utilizing our P4watchSM services to complement your current IT staff and service offerings. By leveraging P4's services, customers can:

- ▶ Extend their current monitoring to include all locations and assets
- ▶ Provide enhanced monitoring services by offering network, systems, application, web and database monitoring



P4watchSM Service Summary

P4watchSM is a subscription-based IT proactive monitoring service, delivering real-time, 24/7, surveillance of a customer's complex infrastructure. P4watchSM provides proactive network, systems and applications monitoring that identifies real and potential service interruptions.

- ▶ ***A broad range of expertise, inclusive of most industry leading systems and applications:***
The P4watchSM monitoring service can support the majority of industry leading systems and applications. A wide field of monitoring support ensures that the performance information you need can be gathered and displayed for the dynamic infrastructure investments of your IT architecture.
- ▶ ***Single point of contact:***
The P4 GEMC provides you with a centralized point of contact for coordination of your monitoring needs and information. The single point of contact for monitoring includes alert aggregation and custom escalation procedures, 24/7. You always know where to go for your monitoring needs.
- ▶ ***Monitoring from the network layer to the application layer:***
Get a complete view of your network, system and application performance. The P4watchSM monitoring service captures performance data from all the logical layers of your infrastructure: from port availability to throughput to CPU utilization, you get a complete view.
- ▶ ***Customized monitoring:***
The P4 monitoring team tunes our TitanSM monitoring platform so the information you care about and need works for you. Thresholds are set to limit false alerts and provide timely notification of potential issues. P4 will filter all alerts to get to the real issue.
- ▶ ***Round-the-clock visibility:***
Our P4|VuSM web portal provides you with secure real-time visibility of alerts and incidents, 24/7. P4|VuSM gives you access to alerts, performance graphs, incident tickets, change requests, asset information, and management reporting.

Service Benefits

Most IT support staff have many, varied projects they are required to deliver to meet the needs of a modern growing business. Selectively outsourcing the day to day IT monitoring tasks releases the burdened IT department to deliver those projects without the sometimes overwhelming responsibility of maintaining the production infrastructure. Outsourcing is recognized as delivering benefits not only in terms of enhancing IT staff with intelligently applied services, but also with return on investment from reducing overheads and controlling costs with fixed monthly recurring fees.



P4's monitoring solutions offer customers benefits that include:

- ▶ Predictable budgetary operational costs following a fixed monthly recurring fee structure with no capital expenditure resulting in potential immediate ROI
- ▶ 24/7 centralized monitoring coordinated from our Global Enterprise Management Center
- ▶ Experienced industry knowledgeable professionals focused on delivering high caliber support services in support of your business objectives
- ▶ High visibility into the performance of your networks, systems and applications
- ▶ Consistent, reliable support through standard operating procedure customized for each client environment

Service Options

Service Type	Elements
Network Monitoring	Wide Area and Local Area Networks Devices – Routers, Switches, Firewalls, Load Balancers, etc Performance – devices, circuits, interfaces/links, etc Logs – Router and Firewall log monitoring
System Monitoring	Devices – Servers, Workstations, etc Performance – CPU, Memory, Disk, I/O, etc Operating Systems – Linux, UNIX, Windows, etc Logs – Systems and OS log monitoring
Application Monitoring	Ports and Protocols – TCP/UDP ports, HTTP, SMTP, DNS, FTP, etc Services and Processes – Availability, Status, Errors, etc Performance – Utilization, Response times, etc Logs – Application and Database log monitoring
Web Monitoring	Services and Applications – Apache, IIS, SOAP, Ajax, etc Performance – Page load times, Error counts, etc Sites and Scripts – Content matching, Transactions, etc User Stats – Round trip times, Uptime, Hits per second, etc

For more information regarding P4's Proactive Monitoring Services, please contact the P4 Sales Team at 1-919-783-1500 or sales@p4performance.com.