



ORIENT
TECHNOLOGIES

Remote Monitoring Services

Remote Infrastructure Monitoring Services

30⁺ Years of
Service
Excellence



Reducing IT spending is essential to maintain and grow your competitive advantage.

Remote infrastructure Monitoring services from Orient is focused on enhancing efficiency of your IT.

Highly flexible RIM services:

You can choose which devices and services you would like to Monitor - servers, network, security, cloud.. You decide what you want services for one month, one year or longer-term contracts - choose what you need and works best for you.

What we monitor?

#Availability # Performance # Capacity

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- Server Hardware
- Operating Systems
- Storage Devices
- Business Applications
- Infra Applications
- Database
- Virtualization Platforms
- Cloud Environment
- Network Switches
- Firewalls & Routers
- WAN Links
- Wireless devices
- Other SNMP Devices

Business Benefits

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- PureView of your IT Infrastructure
- 24/7 Performance Monitoring
- Key business services Monitoring
- Analyzing server usage trends for optimal capacity planning
- Configuration Backup
- Better uptime, SLA and User Satisfaction

Service-oriented Monitoring of Your
Complete IT Infrastructure





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How We Monitor ?

Events

Incident Logging &
Categorization

Immediate
Incident Resolution
(1st vs 2nd)

Incident
Monitoring &
Escalation

Pro Active User
Information

Handling of Major
Incidents

Incident Evaluation
& Reporting

Problem
Management

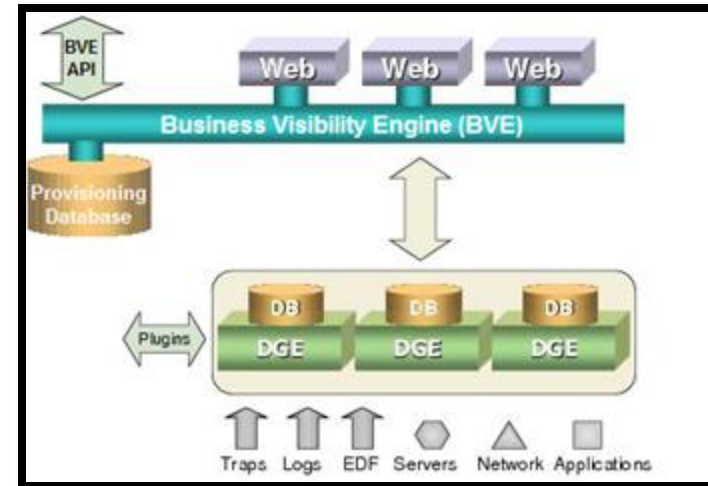


Monitoring Tool Architecture

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- **Provisioning Database:** An embedded object-oriented database that stores all configuration information. This includes metadata related to user authentication, devices, tests, thresholds for test results, action profiles and other key information.
- **Business Visibility Engine (BVE):** Provides the web-based user interface into Traverse. It correlates the data from multiple DGEs and allows end users to look at the real-time status of their devices, add new devices and actions, and execute reports, using a simple web browser.
- **Data Gathering Engines (DGE):** Perform the actual polling of data, receives SNMP traps, generates alarms based on thresholds, and does the aggregation of data in real time. DGEs should be located as close as possible to the devices being monitored to reduce wide area network traffic.



Advance Monitoring Features

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SERVICE CONTAINER

Create unique, logical, business-oriented views of your infrastructure.

EVENT MANAGER

Collect, filter, and categorize events from snmp, win, syslog and more

EVENT MANAGER

Enable automated base lining and behavior learning to adjust alert thresholds

TOPOLOGY DISCOVERY

Automatically discover applications, networks, servers and systems

NETWORK CONFIG

Backup, restore and track changes across all your network assets

SLA MANAGER

Track compliance against user-defined SLA metrics and measure trends

NETFLOW ANALYSIS

Seamless drill-down from system and device, to troubleshooting and analysis



Monitoring Service Features

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Basic Monitoring Service

1. 24*7 Alert monitoring & Escalations
2. Critical Service Monitoring
3. Even Log Monitoring
4. Periodic availability Reports
5. Performance Reports
6. Ticketing

Add-ons:

1. SLA Management
2. Configuration Management
3. Capacity & Performance Management
4. Vendor Management
5. Suggest Troubleshooting tips
6. Periodic Health Checks
7. NetFlow Analysis
8. Trend Analysis



Pricing & Billing Model

- Service Priced per Device , Application, Service , WAN Link etc.
- Monthly , quarterly , yearly Billing
- Additional advanced feature is priced separately based on the requirement
- Tiered packages charge based on the number of included Monitoring features

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1st Level

Tech Desk Engineers (Tier 1) (24x7)
Network Operations Center
(Weekends & Holidays) Overall (24x7)

2nd Level

Escalation Engineers (Tier 2)
Network Operations Center
System Engineering

3rd Level

Subject matter experts
Technical Account Managers

Onboarding

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STAGE 1

Kickoff
Share pre-
requisites
Define
process

STAGE 2

Validate
prerequisites
Asset
Discovery
Data
gathering
Grouping
of services
/Devices

STAGE 3

Setting
Alerts and
Notification
Integrate
workflow
Setup SLAs
Testing
events and
workflow

STAGE 4

Mock Drill

STAGE 5

Go Live

Case Study- Large Oil Refining and Distribution Company

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- **About Customer-** Is one of the large private sector Oil Refining and Distribution company having large refinery complex in India and about 5000+ retail distribution points.
- **Use Case-** Customer is fast growing into retail and had legacy IT infrastructure, that required revamp. Making sure that transition and growth are not impacted as well as uptime of IT Infra and application availability to users is 100%, IT Team decided to engage Orient team for Monitoring Services.
- **Solution-** NOC Services from Orient with Ticket Management tool was deployed based on ITIL processes. Monitoring Tool was deployed and fine tuned based on utilization parameters to generate alert when it reaches critical threshold. These are captured in ticketing tool as incident and further converted into Problem Tickets. With Monitoring tool data, we could also address Capacity Planning and migration to new infrastructure could be planned with utmost efficiency.
- **Business Benefits-** Understanding of frequent problems, helped reduce bottlenecks (like- Provisioning of UPS, Changing Service Provider, Increasing Disk Capacity etc.) helped fine tune the IT Infrastructure. Customer's IT team could focus on transition and growth plans. Availability of systems improved and hence user satisfaction. With proactive monitoring and using process methodologies developed by Orient, we could reduce incidents to below 50% in 90 days. Achieved steady state in 120 days and problem tickets reduced to almost zero. Uptime SLA of over 99.8% was achieved with 24x7 Monitoring and Processes in place. Segregation of Duties like Monitoring (24x7) and On-Site Support helped on better accountability and reduction in overall cost.

Contact Us

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TRY OUT OUR RIM SERVICES FREE OF COST FOR 30 DAYS WITH UP TO 10 DEVICES

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