



## 7/24 Central®

Maximizing ROI - Return on Infrastructure  
Flexible Structure, Countless Benefits

### Monitoring & Management Services

7/24 CENTRAL® Monitoring and Management Services are valuable outsourcing and hosting solutions that allow your IT team to focus on business value vs. troubleshooting and reactive support. These services provide comprehensive, 24x7 fault and performance monitoring that allows problems to be identified and addressed early - before systems fail.

You also gain data on a range of device management metrics including hardware, operating system, database and application health and performance. This program brings disciplined change management support and comprehensive reporting and inventory management to ensure that your systems maintain optimum performance.

In the event an incident with a monitored system arises, 7/24 CENTRAL® Monitoring and Management offers rapid incident validation, isolation and guaranteed notification. Management Services also include expert remediation of any incident, incident cause synopsis, notification when relevant patches are required and administrative support. Incidents will be tracked and managed throughout the life of the event including dispatch and management of any on-site / hardware repairs that are required.

7/24 CENTRAL® Monitoring and Management are extremely flexible solutions that holistically monitor your environment. 7/24 CENTRAL® deploys server-side agents and customized transaction simulators that are configured for your specific needs.

This breadth of monitoring detail gives you visibility into every device, protocol and transaction in your infrastructure, from the network to the application layer.

### The Management Services include:

Reactive Fault and Proactive Monitoring, Validation and Notification

- Incident Remediation
- Change Management Framework
- Inventory Management
- Detailed Performance Reporting
- Stabilization Recommendations
- Administration of O/S, Database & Application Servers

### Management Services can also include:

#### Operating System Security Patching

With this Proactive service, 7/24 CENTRAL® will monitor all Security alerts published against a customer's Server Operating System type. If there is a match or need for an update, the customer is notified of the issue. TIG will then work with the customer to assure that the updates will not negatively affect the applications or overall infrastructure. Upon this certification, the patches are applied under a Change Management window by 7/24 CENTRAL®.

#### Services Portal

All customers benefit from the services portal regardless if you choose Monitoring and Management or just Monitoring. The portal provides you with advanced auditing to meet compliance requirements, training features and extensive data about your IT assets. TIG Monitoring Services deliver all of the features and benefits above for customers who do not require incident remediation and administration. This service is ideal for any OS environment including Linux, Windows, Solaris, HPUX, AIX and several BSD configurations providing web serving and e-commerce.

Enhanced Services. If you are looking for:

- Hosting, offering SAS 70 Type II certification, regulatory compliance and #1 rated disaster avoidance NAP in North America
- E-commerce
- Website expansion
- Wireless website hosting
- More robust web hosting and security
- Mail and Web content filtering
- Managed e-mail
- Mail relay including data scrubbing
- Scrub for viruses and content
- Generate and send Alerts

7/24 CENTRAL® Services improves organizational performance and reliability while providing the next logical layer of outsourcing options for your organization. Enabling TIG clients to create a custom solutions-set based on their unique requirements, TIG's 7/24 CENTRAL® Services complement TIG's Infrastructure Management Services and further reduce operational costs. Offloading extra or tedious daily and departmental tasks is simple with TIG's 7/24 CENTRAL® Services.