



An Insight company

managed monitoring service



Get a clear picture of your key IT applications and supporting infrastructure.

All decisions from investments to troubleshooting should be based on reliable, empirical data that offers trending analysis and detailed diagnostics. With Datalink's managed monitoring service, you receive this critical information that provides visibility into the operation of your infrastructure without allocating capital and manpower resources on expensive tools.

By using Datalink's synthetic transactions, an eCommerce site improved measured service-level agreements from 82-percent to greater than 99-percent during their busiest time of year.



WHY DATALINK

- Leveraging our expertise and solutions enhances staff efficiency and productivity. We free your team, so it can focus on other key business initiatives.
- Applying our best practices, we tune alerts based on severity and deliver actionable events that are integrated directly into your processes.
- We have a proven track record of monitoring, reporting on, and helping customers manage heterogeneous infrastructures.
- Executive dashboards provide a holistic view into the infrastructure, accelerating root cause analysis.
- As objective IT specialists with more than 1,000 sales and engineering certifications, we give you access to industry and Datalink best practices.
- Our expertise spans all phases of the technology lifecycle – from planning, to design, to deployment, to ongoing support.

The benefits of Datalink's managed monitoring service.

The following table compares the costs – in time, money, and resources – of maintaining traditional in-house monitoring tool(s) versus Datalink's managed monitoring service.

	CUSTOMER MONITORING TOOL	DATALINK'S MANAGED MONITORING SERVICE
HARDWARE / SOFTWARE		
Software licensing	\$	✓
Monitoring hardware	\$	✓
Synthetic transactions	\$ 🕒 👤	✓
DEPLOYMENT AND MAINTENANCE		
Monitoring installation	🕒 👤	✓
Monitoring normalization	🕒 👤	✓
Alert configuration	🕒 👤	✓
Alert management Tuning, move / add / changes	🕒 👤	✓
Alert best practices	🕒 👤	✓
Critical alert response	🕒 👤	Customer + 24x7 Datalink response
Validate metric collection	🕒 👤	✓
Monitoring service availability	🕒 👤	✓
CUSTOMIZATION		
Unified dashboards	🕒 👤	✓
Custom unified dashboards	🕒 👤	✓
Monitoring analysis Comparing data to other environments	🕒 👤 Single environment view	Analysis across multiple customer environments and technologies

By providing empirical data on your IT infrastructure and application performance and capacity, Datalink's managed monitoring service gives you the insight you need to improve IT service levels, make informed investment decisions, and operate more efficiently. You'll gain a clear understanding of service-level agreement (SLA) attainment and capacity trends, as well as receive detailed diagnostics and correlation to speed incident recovery.

COMPREHENSIVE MONITORING ACROSS THE DATA CENTER

Whether you want us to monitor specific devices or all the components on which a business service is based, we will provide metrics and real data – regardless of the number or type of systems or services you have in your environment.

Gain visibility into the service levels of:

- Unified, virtual infrastructures (Vblock™ and FlexPod™)
- Internally hosted applications and those hosted in IaaS, SaaS, and PaaS cloud environments
- Servers, storage / data protection, networks
- Databases

Using synthetic transactions, we monitor time and performance metrics. This additional clarity helps identify issues and streamline resolution to improve the end-to-end user experience.

BENEFIT IMMEDIATELY

With Datalink's managed monitoring service, you receive clear information that drives immediate business benefits:

- Immediate and ongoing insight without investing time and money in evaluating, acquiring, training employees on, or maintaining tools
- Quick identification of root causes for fast and effective incident resolution
- Better control of the performance of critical services on which your business relies
- The freedom to have your staff focus on IT innovation, not incident diagnostics and remediation

SEE THE INFORMATION YOU NEED, WHEN YOU NEED IT

Our managed monitoring service uses a standard executive dashboard that provides both real-time data and historical analysis of SLAs and capacity on an infrastructure- and application-level. With the capacity dashboard, you will see trends in critical resource consumption and where issues are likely to arise if left unaddressed.

Using support portals, your IT support staff can proactively identify incidents and their root causes. Systems performing outside of your specified parameters are highlighted, allowing your team to follow the problem trail to locate the cause and put a reliable remediation plan into action.

PROACTIVELY DISCOVER PERFORMANCE ISSUES

With our managed monitoring service, you can learn about potential customer satisfaction problems with a system well before you receive complaints or experience lost revenue.

Together with your application architects, our engineers and consultants develop custom scripts that push synthetic transactions through your applications, including third-party components. We then map application functions to the underlying infrastructure, so root cause diagnosis is quick and effective.

Making IT happen

A complete data center solutions and services provider, Datalink helps Fortune 500 and mid-tier enterprises get the most from every IT investment – with storage, server, and network expertise across the infrastructure. We deliver greater business results throughout, designing what we sell, deploying what we design, and supporting what we deliver.

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