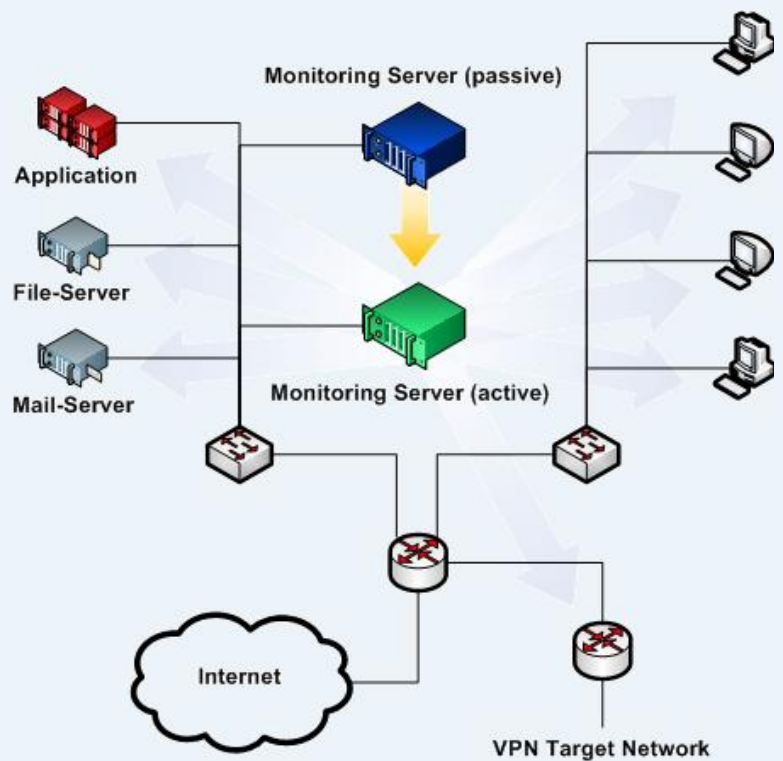
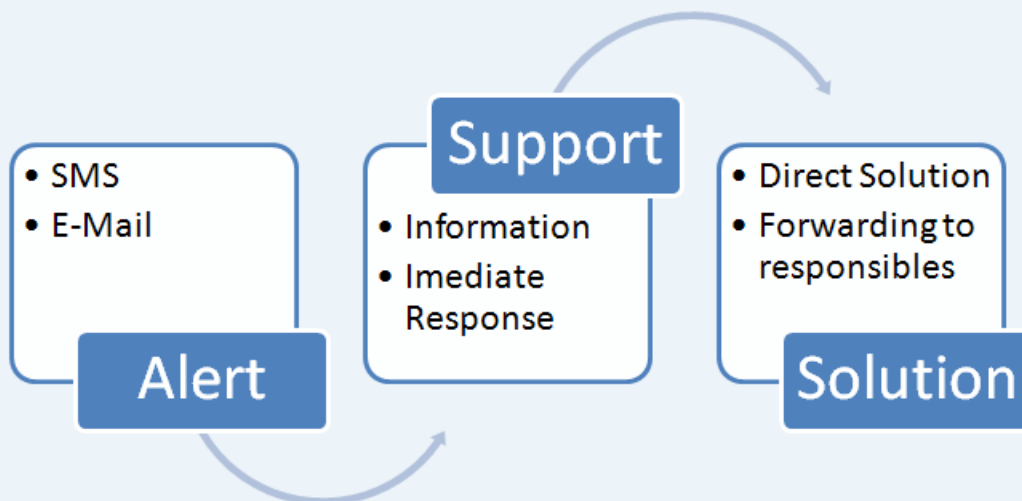


anterio has many years of experience with implementing and operating IT infrastructure monitoring solutions for our customers based on open source, proprietary solutions or commercial solutions.

We implement such solutions in any environment including all active network devices.



Due to this procedure we are able to pinpoint problems in an early stage or even before the users of the environment will even notice that something might be wrong.



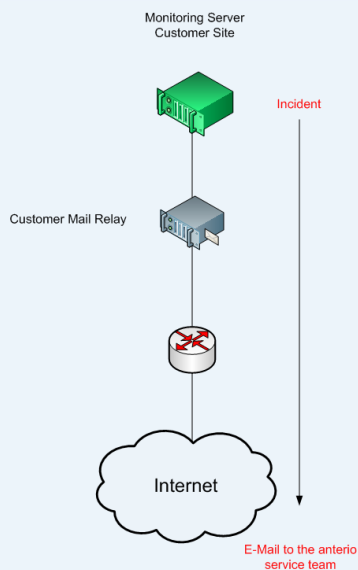
We diverse our service into two service levels.

- Passive IT infrastructure monitoring
- Active IT infrastructure monitoring



# IT infrastructure monitoring

## Passive IT infrastructure monitoring



In case of failure the monitoring system will inform the anterio service team via e-mail or SMS about the state and type of problem.

Common problems that may happen often can be resolved automatically by event handling. We offer such “smart” configurations while planning the customer system.

E.g.: a stopped web server can be detected as “stopped” and a rule will then automatically try to restart the server, only if unsuccessful the issue will be forwarded to our service team.

Our service team will either connect via VPN to the customer site directly to resolve the problem, or we inform the appropriate technical contact person and the users about the issues and a possible resolution time of the problem.

## Active IT infrastructure monitoring

We defined “active IT infrastructure monitoring” as our premium standard of monitoring services. We use dedicated high security service network segments to connect permanently while service times to the monitored network.

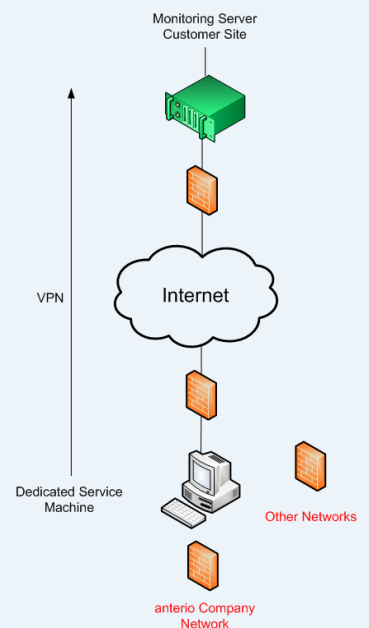
These network segments are not accessible by any other network resource or segment within the anterio company network.

We visualize the monitored network and resources on a display wall and we include additional own scripts and programs to detect and resolve problems.

Furthermore the customer will receive reports of the system health status and statistics of the resolved and open issues:

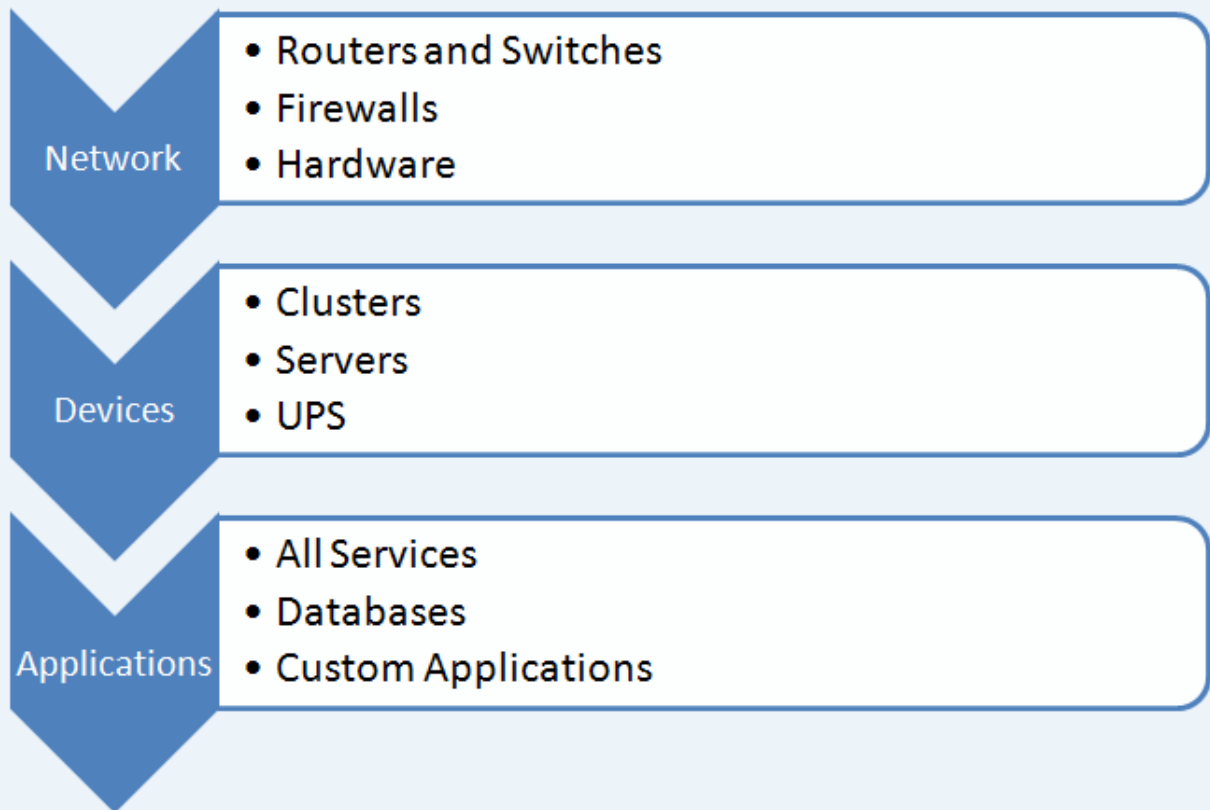
- Daily
- Weekly
- Monthly
- Yearly

We maintain a state-of-the-art technical documentation with a precise change log of the optimizations made to the customer environment.



# IT infrastructure monitoring

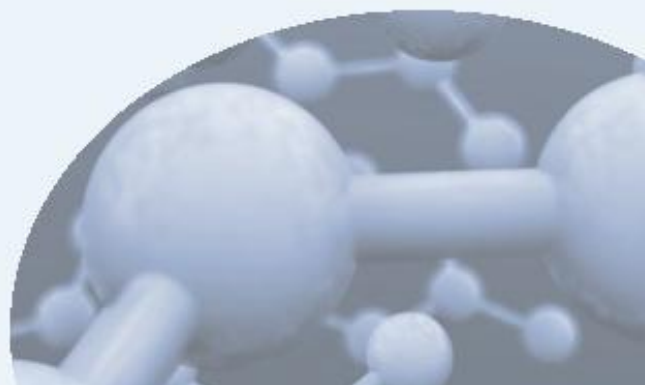
## We monitor



Everything in a company network can be monitored

anterio develops own plug-ins and methods to monitor certain types of services. Due to this development expertise we are also able to monitor:

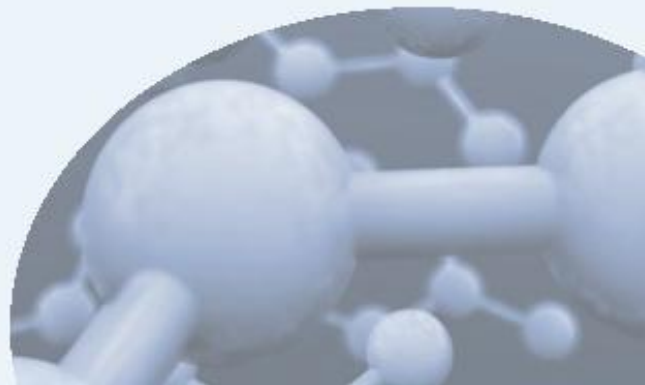
- Customers internally developed applications
- All other applications availability and functionality
- Power distribution units like UPS from any vendor



# IT infrastructure monitoring

## Benefits

- Customers do benefit from our fast response times and the expertise of our system engineers
- We frequently update our expertise at the highest possible level
- Reporting and documentation based on industry standards
- Maximum network and host security when accessing customer networks
- Together with the customer we define Service Level Agreements as well as Operational Level Agreements with the internal IT department
- Absolute strictly confidential handling of customer's data



# IT infrastructure monitoring

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