



Managed Services

InfraWatch - Remote Management Services

InfraWatch is a proactive remote monitoring and reporting service. InfraWatch delivers on the promise made by most network and system management software vendors without the traditional burden of “owning” and managing the toolsets. With InfraWatch, InteQ service engineers deploy, configure, manage, maintain and enhance the monitoring and reporting services on your behalf for a fraction of the cost of doing it yourself. From our Global Visibility Centers, InteQ constantly monitors your selected IT application and infrastructure components. InfraWatch is best suited for organizations with the following characteristics:

- Want the benefit of in-depth monitoring without the headaches associated with managing the tools
- Want to avoid the costs associated with implementing and maintaining network and system management tools and NOCs
- Lack clear visibility into the performance and availability of the infrastructure
- Require controls and reporting capabilities in support of compliance initiatives and industry audits such as PCI, SOX, GLBA and HIPPA

InteQ’s flexible service packaging allows you to selectively source the most appropriate level of service for the individual IT components you choose. InfraWatch has helped our clients reduce overall operational costs, improve service levels and free up valuable IT staff to focus on strategic objectives that drive the business forward

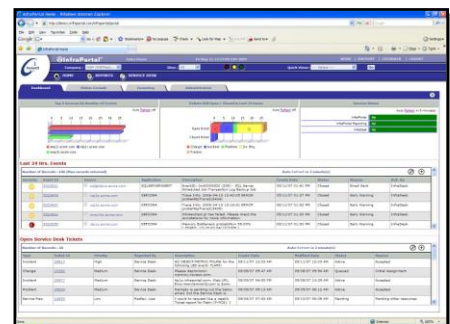
Benefits

- Reduce operational costs
- Improve service levels
- Focus on strategic initiatives

InfraWatch offers customers the flexibility to choose the right level of monitoring service based on their specific business needs. From basic information on system availability to customer specific breakdowns on performance, InfraWatch provides a range of services that customers can align with their own service level objectives.

InfraPortal™ Reports

InfraPortal provides web-based dashboards and historical reports on application infrastructure availability and performance. The intuitive interface provides users the visibility needed to know the current status of IT services from both a line of business perspective and a technology view. With over 80 different possible reports to view, InfraPortal delivers in-depth visibility demanded by today’s IT executive.





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Automated Corrective Actions

InfraWatch also offers event driven automated corrective actions to automatically resolve events before they turn into problems. By automating corrective actions, IT organizations decrease problem resolution time and improve system availability. Possible actions on a given event include:

- Restart services
- Schedule/run scripts
- Schedule/run programs
- Clean up file systems

Notification Process

InfraWatch notifies customers when business systems and applications require attention, with built in escalation to ensure that critical events are always recognized and addressed by the designated IT staff member. Notification and escalation processes are defined at service onset, and are based on event severity including support for today's major infrastructure technologies.

Monitoring Metrics Catalogs

Knowing what to monitor is at the foundation of the InfraWatch service. Out of the box Metric Catalogs are provided as the starting point for InfraWatch's "monitoring by exception" approach which eliminates surprises and allows our customer's IT staff to focus on the issues immediately while filtering out the noise. Additionally, InfraWatch allows customer's to add metrics to the catalogs through a simple service or change request process in keeping with ITIL based processes. Sample metrics for monitoring include:

Object	Key Metrics Monitored
Servers	Disk and Memory Utilization, CPU Load, I/O Utilization, Performance Thresholds, Node Up/Down, Performance Bottlenecks
Databases	Process Up/Down, Table space Size, Cache Hit Rates, Database Availability, Memory Usage, Peak Utilization
Network Devices	Up/Down, CPU Utilization, Memory Utilization

Secure Connectivity

Inteq connects to customers via MSPnet™, Inteq's secure customer connectivity network in the most practical manner for each individual customer, whether that be VPN over the Internet, MPLS or dedicated line utilizing IPsec security running 3DES encryption or in some cases HTTPS (SSH).

Inteq's agent based service option takes advantage of best of breed technologies to monitor the critical attributes of our customer's environment. The agents are deployed to the customer's managed servers once the secure VPN connection is established.

Inteq's Service Delivery team is prepared to help determine the best overall approach for each customer's unique situation.