



SYSTEM MONITORING & MANAGEMENT



Agio's System Monitoring & Management is a 24x7x365 service in which we proactively manage your infrastructure and IT environment to make sure it's in a healthy state and stays that way. What does a healthy state mean? It means a reduction in downtime through early detection and remediation of issues. It means a managed and controlled environment with full reporting and accountability. And it means an increase in your end-user productivity through system availability, efficiency, and performance.

Agio's System Monitoring & Management is a holistic service that includes:

- Agio Server Monitoring *powered by LogicMonitor*
- Agio Storage Monitoring *powered by LogicMonitor*
- Agio Network Monitoring *powered by LogicMonitor*
- Agio Circuit Monitoring *powered by LogicMonitor*
- Agio Environmental Monitoring *powered by LogicMonitor*
- Agio Server Management
- Agio Workstation Management
- Agio Patch Management
- Agio Batch Job Management
- Agio Storage Management
- Agio Network Management

CHOOSE YOUR OFFERING

Depending on your needs and comfort level, we have several options.

- **Level 0 Monitoring** | Basic monitoring with all alerts escalated to your team directly. Agio provides the monitoring tools and resources, and your team completes all corrective actions.
- **Level 1 Management** | We handle your server patch management as well as network circuit management.
- **Level 2 Management** | Agio handles your system administration, problem remediation, and root cause analysis, as well as the performance tuning of your environment.

Our experts have access to our custom system management tool from anywhere at any time so there is never a single point of failure in terms of our systems or people. As an Agio client, you also have access to this tool, offering you a transparent view into what's happening in your environment at all times.

WHY IT'S DIFFERENT

Transparency is critical, and we think you have the right to it. That's why we leverage our custom monitoring application—Agio Monitoring System (AMS)—that allows us to effectively monitor your systems in real-time, while providing you with complete visibility. With our uniquely designed AMS application, we monitor devices, users and applications across the entire IT infrastructure—on-premise, in the cloud, or a hybrid model. By combining performance and availability with monitoring via powerful real-time analytics to rapidly identify incidents and problems with an operational impact, we keep your business running with minimal disruption. Imagine being able to see your entire environment from behind a single pane of glass; this is the essence of AMS.

By leveraging our AMS tool, Agio System Monitoring and Management Service offers five distinct benefits over traditional monitoring solutions:

1. **Cross-Domain Visibility** | The AMS tool spans servers, storage, network, virtualization, databases, and applications to automatically cross-correlate metrics in real-time.
2. **Full-Stack Application Insights** | You can track application availability and performance metrics together with the performance of your infrastructure, cloud, and networks. We provide custom Service Level Agreement (SLA) reports, unlimited dashboards and advanced application metrics to provide a 360-degree view of your critical business applications.
3. **Root-Cause Analysis** | AMS can rapidly isolate, in real-time, the root cause of network issues, which is especially valuable in virtual environments.
4. **Configuration Management** | AMS uses an auto discovery process to pull and backup configuration files (including serial numbers and encryption settings) from network, server and storage devices. We flag policy violations when they happen, and update or restore configurations on the fly without bringing development to a standstill.
5. **Scalability** | A single instance of AMS can monitor applications in data centers, private or public clouds, and remote offices.

Agio also utilizes a change management process that applies a set of controls to updates made in your environment, indicating the reason for the change as well as the party who made it. The process acts as a safety net by making sure that any change is well thought out before it is made, ultimately resulting in more purposeful actions and less mistakes. The process also creates a detailed log, accurately documenting changes to your environment, to be used as a future reference for troubleshooting, as well as a transparent record for you to use for making decision about your environment. Agio's process is aligned with industry best practices for change and incident management.

WHY AGIO?

#OneAgio

When you select Agio, you're investing in a relationship with everyone who's a part of this firm. Our teams operate in a symbiotic relationship, based on deposits and withdrawals, that creates a vehicle for delivering more than just service. We deliver an experience that reaffirms to our clients we've got them covered. From clean, concise implementations; to consistent support backed by automation and tools that work the way they're supposed to; to value-add reporting; to accurate, timely invoicing; and content on the latest IT and cybersecurity trends, we bring the full breadth and depth of our talent to bear. We deliver #OneAgio.

For more information, please contact:

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