

Remote Monitoring Service

Executive Summary
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[Stephen H. Dawson Computer Service](#) offers a Remote Monitoring Service. This is a specialty service offering. Our offering uses the [Nagios](#) application with supplemental software construction. The service targets the needs of both commercial and retail customers. It specifically addresses the requirements of medium sized businesses that need constant awareness of their networked resources through Internet routable service checks. Our service remotely monitors any device or system with an IP address and the status or particular attributes of those devices or systems. Examples of this technology include *IP Thermostats, Database systems, ERP systems, Email systems, Telephony systems, routers, switches, wireless access points*, et cetera. For most operations, there is no requirement for installation of software on customer equipment, or configuration of customer equipment. All monitoring occurs remotely, in an unattended and automated manner. The service provides notifications to users via email and/or text messaging of any surpassed preset alarm thresholds, with additional logging and reporting of the service checks through a web-based interface. The thrust of the service are the real time notifications of any problems with the monitored networked resources. The supplement of having monitoring information logged and available through a web interface helps to dig and find what is causing a particular networked resource problem.

Our Remote Monitoring Service is the perfect offering for Local Exchange Carriers, Data Service Providers, and Web Services that want to offer more value to their existing customer base, but do not want to develop the offering internally to their company. We enter a partnership with these companies as a service provider for their customers, without their customers knowing we are providing the service, if so preferred. It is the choice of the partner as to how they want to represent us to their customer, if at all. In this arrangement, our Remote Monitoring servers are setup to be in the web domain of the partner company. The URL rendered to the end-user shows as the partner's web domain. All email and/or text messages reflect the partner's web domain as well. The customer sees our Remote Monitoring Service as the partner's service. This positioning allows contractual commitments to exist between the customer and our partner as the company offering the service. Our web-based support system provides the interface for our partner to submit to us new service check requests, as well as changes to existing service checks. Our partner does not perform any setup or changes to any service checks. No interaction is required between the customer and our company. All end user interaction occurs between the customer and the partner company. This completely frees the partner company from having to involve us in a customer facing relationship. Our partner remains the owner of the customer relationship.

Our Remote Monitoring Service not only monitors from a WAN perspective, but a LAN perspective as well. We are able to evaluate all the way down to specific information about the *operating system* on specific hosts, specific information about the *applications* running on specific hosts, host *hardware* information and status, *local switching*, as well as all WAN attributes. This key differentiator of our service helps customers to see weaknesses in their infrastructure and aids them in determining where refinements or upgrades need to occur, should those needs present themselves. In essence, our service helps end users get the most out of their resources, and decreases the time, effort, and cost required to receive this benefit.

Remote Monitoring Service involves a great deal more than just an application on the operating system of a computer. It involves knowing what service checks need to occur, in what order, and how to structure notifications to ensure that service recovery occurs without causing nuisance.

For further information on Remote Monitoring, please read our article, **REMOTE MONITORING**, posted at <http://www.shdawson.com/articles.html>



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