

**DELL CENTERA**

# AVAILABILITY AND PERFORMANCE MONITORING SERVICE

The Availability and Performance monitoring service for DELL Centera enhances the proactive operations services with reactive possibilities.

The aim is to provide a possibility to test and validate system availability from an application point of view. To reach this goal, the monitoring client software periodically writes, reads and deletes content on DELL Centera. By installing the client in the application server network, all components between this system and the monitored systems are traversed and the availability tested in more detail than by just testing if the system can be reached on the network by simple ping commands. Loss of power of the whole system as an example will not generate any alert messages and needs to be detected as quickly as possible.

The details of the enhancements to the Managed Services for DELL Centera are detailed below. The table summarizes the service content.

Service content	Light	Standard	Plus
Single or replicated environment	x	x	x
Monthly Availability Report	x	x	x
Failure notification by Backup ONE		x	x
Reaction to failures during business hours		x	x
Response time chart and monitoring			x
Reaction to potential performance issues			x

**Availability and Performance Monitoring Service "Light"** is the ideal solution for customers that require monitoring of their system availability for reporting purposes only. The service provides proof of the system availability.

**Availability and Performance Monitoring Service "Standard"** provides in addition to availability reports also the notification of the customer and Backup ONE in case of unavailability of the archive system. In this situation Backup ONE will react to the situation. Normally the system is accessed through the existing remote access procedures to find out what causes the unavailability of the system.

**Availability and Performance Monitoring Service "Plus"** is aimed at customers who not only need to ensure their system is available but also want to ensure that the performance levels meet customers expectations. By detecting periods of higher response times, situations that may lead to performance problems are detected and can be responded to. Whatever the cause of the increased response time may be, network, firewall, or hardware failures on the archive system can now be detected. Applications that complain about performance issues can be shown the current and past response time development.

### Pricing requests

Please direct pricing requests with a short description of your Storage landscape to Backup ONE using the contact information below.

#### Backup ONE AG

Belpstrasse 41  
3007 Bern  
Switzerland

+41 31 511 36 00  
info@backup.ch