

integrated solutions to...



IDT

putting paper in its *place*

 **CAPTURE**

 **PROCESS**

 **MANAGE**

 **ACCESS**

...all of your company's
valuable business content.

- Application hosting
- services • Enterprise content management • Document imaging, conversion & scanning services • Workflow & business process automation • Records management & compliance • Customer relationship management • Enterprise resource planning & financial systems • Managed IT, backup & disaster recovery services • System design, integration, customization & support

MagnumPOWER ProactiveWatch™ Delivering IT Availability • Performance • Integrity

The Problem

Have you ever experienced a disruption to your business because your IT environment has technical problems, interruptions or outages? Does your employee and business productivity get severely impacted when your systems are not performing well? Do you spend more time and money reacting to IT issues than you would like? Do you find yourself outgrowing IT technology faster than you anticipated, and then only to find you are having to react quickly and painfully to recover? Have you ever experienced the following IT issues:

- Server crashed because the hard disk filled up
- Could not send/receive email
- Virus due to out of date patches and virus signatures
- Lost data due to backups that did not happen
- Productivity problems due to user installed software
- Could not access the Internet or a critical web site
- Users complained about poor performance, and you have no idea where to start looking

If you answered *yes* to any of these questions, then MagnumPOWER ProactiveWatch from IDT is exactly what you need!

The IDT *Proactive* Approach

MagnumPOWER ProactiveWatch is a managed service offering in which we constantly watch you servers, networks and critical applications. IDT catches the "little things" **before** they snowball and disrupt your business and your people. IDT ensures that your anti-virus, patches, hotfixes and backups are up-to-date and we review your system capacity, performance, and availability with you monthly so we can plan and work with you to properly grow your systems before they become overloaded.



How it Works

MagnumPOWER ProactiveWatch is the simplest managed services platform to install and bring up at our customer sites. Since MagnumPOWER ProactiveWatch is delivered as a SaaS solution, IDT does not have to go through the lengthy process to install to acquire and build servers and install unfamiliar monitoring software.



Installing MagnumPOWER ProactiveWatch at customer sites consists of the following two simple steps:

1. **Install one Gateway** (a Windows Service that runs on any non-dedicated server that can open port 443 to the public Internet) at our customer's site. The only configuration that a Gateway needs is a unique ID that IDT assigns for its customer.
2. **Install Agents on servers** The only parameter agents need at time of the installation is the IP address of the server that is running the Gateway. Once agents are installed they immediately appear in the our MagnumPOWER ProactiveWatch Explorer console.

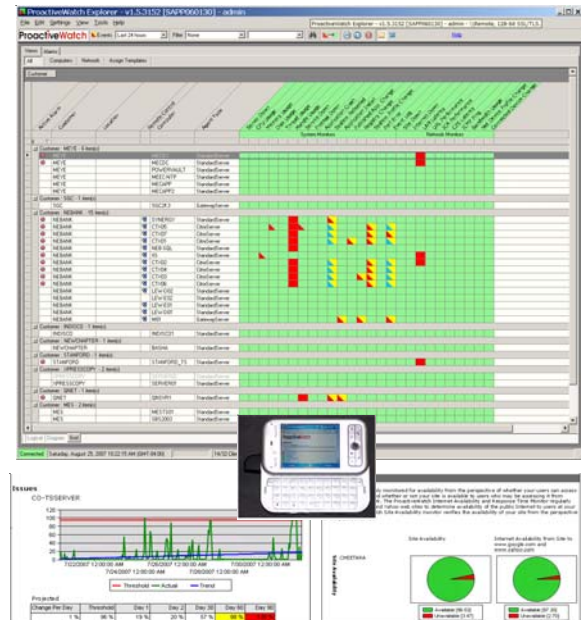
Once a Gateway and Agents are installed at a customer site, future versions of the software are distributed and installed automatically under IDT's control (IDT chooses which servers and customers to upgrade from within the MagnumPOWER ProactiveWatch Explorer).

MagnumPOWER ProactiveWatch Explorer

The MagnumPOWER ProactiveWatch Explorer is a rich client .Net 2.0 application that IDT installs upon workstations or Citrix/Terminal Servers at the IDT's site. The Explorer displays the real-time status of all of the monitored servers, workstations, and network devices across all of IDT's customers and sites monitored by MagnumPOWER ProactiveWatch.

Each monitored device is a row in the Explorer. Each column represents the status of one or more monitors. Monitors like CPU usage that can clear when the condition that caused them goes away are shown with a red square then they are active, and with a triangle when they have cleared. Events that do not automatically clear (like Event Log entries) are shown as a red and yellow square.

The Explorer is easily customizable to display only the devices from a particular customer, the devices as a particular location, or only the devices that are currently in an alarm condition. We can even monitor your systems from the convenience of our PDA's!



MagnumPOWER ProactiveWatch Console

Sampling of Monitoring Tools & Capabilities

Availability

- Site Down
- Server Down
- Internet Down
- Disk Full
- Service Down
- Process Down
- Application Crashes

Performance

- CPU Usage
- Memory Usage
- Disk Usage
- Handle/Thread Overuse
- Client to Server Latency
- Network Bandwidth
- Citrix Server Response Time
- Web Site (URL) Response Time

Integrity

- Snapshot installed software and track changes:
 - OS
 - Patches
 - Applications
- System Profile Changes
- Registry Changes
- Reboots
- Ports (desired and banned)

To learn more about the complete line of MagnumPOWER™ suite of products from IDT, visit www.idt-inc.com or call (877) SCAN-IDT today!



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