



## MONITORING & MANAGEMENT

The DXI Service Management Centre (SMC) provides support for all delivered services. The SMC's function is to carry out proactive and reactive monitoring and reporting 24x7x365, as well as being a single point of contact for the reporting of faults, technical queries or change requests.

The SMC is located in our London headquarters with backup facilities in our other datacentres. The SMC runs on a highly resilient and fully redundant standalone architecture designed to monitor and manage end-to-end client SLAs. By integrating industry standard network monitoring tools and management systems, DXI has created a unique monitoring solution. From simple connectivity through to bespoke business application checks, we provide advanced monitoring of your critical services, servers, security, network devices and networks. The SMC Support desk provides notifications through different methods (SMS, phone or E-mail) dependent on the service and time a fault is detected.

DXI Monitoring and Management services are not restricted to our datacentres. In fact our monitoring tools can be deployed globally and bespoke support packages including 3rd party hardware contracts.

Clients are provided with a Web Portal, which provides a real-time view of current issues, maintenance work, and availability and network statistics along with detailed historic data. Monthly Availability Reports illustrate trends and problem devices which, along with Network Utilisation Statistics, (e.g. bandwidth usage) provide clients with a wealth of information, which they are able to use to review and improve their IT infrastructure.

### Primary functions of the SMC are:

- To provide a focal point from which services are managed
- To manage the service to the agreed service levels
- To monitor alarms and initiate fault reports
- To receipt, log and progress faults and enquiries
- To investigate and diagnose faults/technical problems
- To co-ordinate fault repair
- To provide the customer with regular progress reports during fault resolution
- To analyse faults and identify fault trends
- Technical change control
- Vulnerability Tests conducted regularly

### In summary;

- World-class Monitoring and Management Service
- 24x7x365 Support Service Desk
- Bespoke support packages
- Predictable costs
- Advanced monitoring/portal options
- End to end solutions
- Management of 3rd party contracts

