OFFERING:

- 24/7 LIVE Support
- Full Customization
- **100% Coverage**
- Geographic Independence/Support
- Real-time & Historical Reporting
- Layered Monitoring Options
- Tailored Application Monitoring
- Monitoring System/Tool Integration
- Business Processes Monitoring

FEATURES

- 24/7/365 Live Human Response Team
- Failure Prediction
- Alert Notifications
- Permission-based Accessibility
- First Response Support
- Security Management
- Full log Reviews with custom graphs
- Consolidated User Portal
- Certified Engineering Groups
- Custom algorithms
- Application Event Analysis
- Equipment Audits
- Client/Vendor Management

COMPLIMENTARY ADD-ONS

- Systems/Infrastructure Management
- Full Backup & Recovery
- Equipment Hosting
- Off-site Tape Services
- Compliance Regulation Assistance
- Remote Hand Services
- Ad-Hoc Programming
- Security Assessments/Hardening/IDS
- Professional Consulting & Architecture

Collecting...

Device responses
EVERY MINUTE
Site content
EVERY 5 MINUTES
Server performance
EVERY 10 MINUTES

Since inception, Digital Edge has relied on its monitoring platform to ensure network stability and high levels of performance. Starting as a homegrown, internal management system, clients quickly became aware of its unique and comprehensive benefits, morphing our internal tool into a branded solution.

As an enhanced, global support solution *EMS* has enabled Digital Edge to re-create the monitoring landscape, becoming a critical component that has characterized our strengths within the IT industry.

OUR UNDERSTANDING

Companies need a provider that can improve their IT environment while acting as their FIRST LEVEL of DEFENSE. Any company can detect failures and initialize a monitoring alert system, but we look to exceed those boundaries and develop seamless technical solutions that make a difference. By expediting alerts, First Response Support, and with 24/7 constant technical assistance, Digital Edge effectively improves operational processes.

As a highly complex monitoring system, EMS is a measured balance between a First Tier Human Response Team and a bundled set of monitoring techniques used to provide companies with a Service framework. It is with this structure that has enabled Digital Edge to ensure 100% coverage for all equipment, anywhere-Geographically Independent.

OUR LOGIC - detection tools that:

Constantly analyze performance statistics

Pull Network information through SNMP for revie

Constantly confirm server and network device availability – ICMP

Verify port availability (requests depend on port protocol)

Constantly check monitored processes

Scan event logs

Probe & manage web pages for user experience, content accuracy, traffic, and click-through processes.

Verify disk capacities

Calculate database response times

Verify database health and capacities

Verify opened ports and check what services and versions are running

OUR PROCESS

Using a non-intrusive downloadable agent through a secured channel, *EMS* collects information on a scheduled basis, depositing data into a centralized repository. Once in the repository, all of the information is reviewed and analyzed against pre-inserted alert levels and thresholds. If and when the system Logic detects a problem, an alert level is raised. The alert is then populated into a display page for the monitoring team to examine & escalate accordingly.

Minimizing false positives, Digital Edge's live support teams are programmed to act on the second alert that is generated. Initial alerts present awareness to our teams for signal review. Within 5-10 minutes a second signal is used to determine an actual warning. If a warning is confirmed, an incident is generated and logged into our DE ticketing system to initiate proper escalation.

HIGHLIGHTS

24/7 Real-time visibility

LIVE Support Assistance

Proactive Alerts

In-depth ticketing system

SLA Management/Requests

User friendly interface

Geographical device list

Tailored Reporting

User-based Permissions

Document Repository

Vendor Management

Planning Tools/ Calculators

Scheduling Assistant

Technology Updates

OUR VALUE

Benefit - Time
No need to:

- Review monitoring software vendors pros/cons

- Struggle outlining/implementing the monitoring solution

- Implement the escalation process

Benefit - Budget
No need to:

- Hire additional IT staff to insure 24/7 coverage

- Train/manage a monitoring team

- Manage changes/add - on support for your monitoring needs

OUR PORTAL

A web-based application, our EMS Portal delivers a global, infrastructure view 24 hours a day. Designed to be user-specific, Digital Edge dispenses permission-based logins to allow portal access to multiple levels of IT Business.

Acting as a primary IT resource, the portal furnishes a reliable and up-to-date account of all IT devices monitored by EMS. With its comprehensive ticketing system, false-positive system checks, and LIVE alert notifications, Digital Edge's EMS Portal provides full visibility and enhancement capabilities including Vendor Management and FIRST RESPONSE support from LIVE technical experts. For Business professionals, the EMS Portal offers custom reporting functions that can be generated on an ad-hoc or scheduled basis.
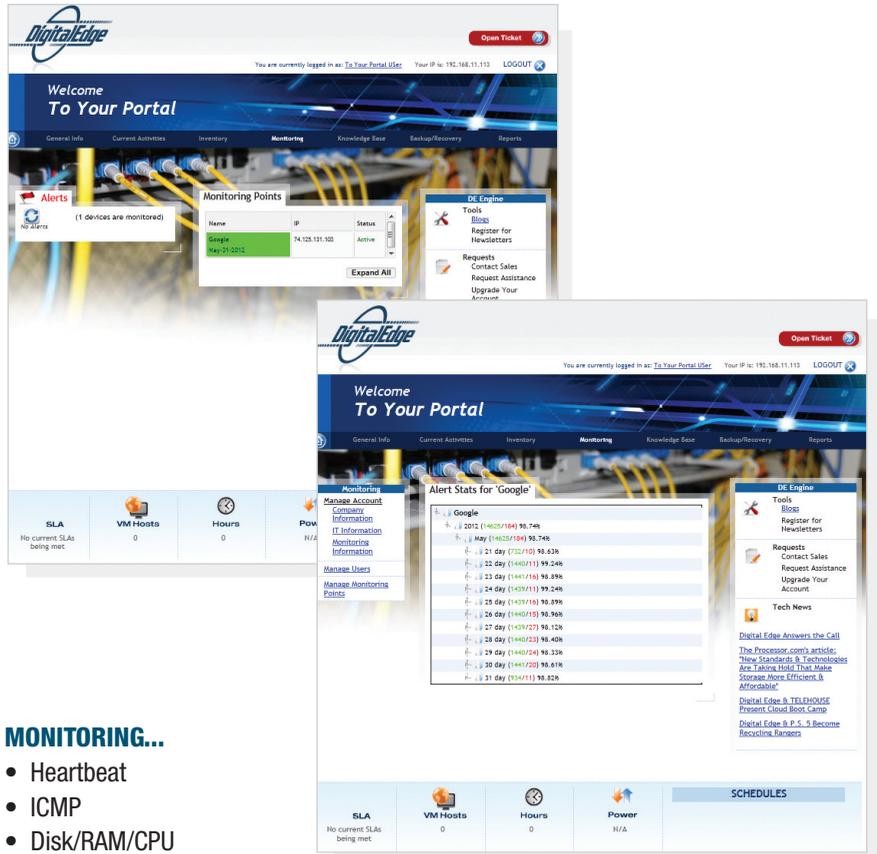
MONITORING...

- Heartbeat
- ICMP
- Disk/RAM/CPU
- Bandwidth
- Logs
- Content (web-pages)
- Business Processes
- Applications

WHY DIGITAL EDGE?

Using a multifaceted technological framework, Digital Edge possesses the ability to enable modified solutions to enhance system, process, and procedural performance with continuous engineering interaction. Instituting operational efficiency, Digital Edge concentrates on developing **BUSINESS SPECIFIC** solutions, applying methods that extend beyond IT.