

Monitoring Services



EasyStreet goes beyond basic up/down monitoring to provide exceptional proactive support



An advanced monitoring system is essential to detect any abnormalities in operation prior to an impact on proper performance. EasyStreet's state-of-the-art Network Operations Center (NOC) monitors and analyzes your data, watches for potential issues and then contacts you when necessary through your pre-defined escalation path.

The NOC at EasyStreet® Online Services, Inc. uses Sentinel — a custom monitoring system powered by OpenNMS® — to observe every critical aspect of our managed services and our own end-to-end network infrastructure.

Because EasyStreet's NOC processes tens of thousands of network messages a day, our technicians get to know each machine's performance characteristics for efficient and accurate analysis of events. Response to important alerts is immediate.

MONITORING SERVICES OPTIONS

When selecting your EasyStreet monitoring service you will need to specify: 1) your level of monitoring service — what you want to monitor; and 2) your level of escalation/response.

LEVELS OF MONITORING SERVICE

EasyStreet offers five levels of monitoring service:

Ping Check

This simple ping check verifies that a link is up and that the device on the other end is responding.

Service Check

Service Check simply verifies that a port is responding properly. It can determine if a customer-facing service is unavailable.

URL Check

URL Check makes sure a specific URL is available and displaying properly, without any error codes. It can check for a specific string in the HTML code — a popular choice for customers with web sites that rely on back-end databases.

System Health

System Health constantly evaluates statistical health data and compares them against pre-defined thresholds for your systems' CPU, memory and disk utilization and can point to early signs of impending system failure. System Health includes our Service Check and URL Check service (on the same server). System Health is included with Managed Hardware Service.

OS Health

OS Health determines whether the OS is functioning properly through a process- and log-file monitor, verifying that the proper processes are running and auditing log files for any errors. (Log files are retained for four weeks.) OS Health provides specific information in the event of system failure. OS Health includes our Service Check, URL Check

and System Health (on the same server). If a firewall exists between EasyStreet and the server being monitored, the Sentinel monitoring system must be allowed through. EasyStreet will provide a software package to install that will allow us to monitor OS Health. OS Health is included with Managed Hardware and OS Service or Co-Managed Service.

LEVELS OF MONITORING ESCALATION/RESPONSE

Unlike some monitoring services, even our most basic (Bronze) response level involves human interaction and goes beyond simple pager notification. Higher levels of response include personal phone calls or even pre-documented actions, such as rebooting a server or repointing DNS to a backup site.

Five levels of escalation/response are available. All levels include notification to one email address. Each response level is defined by:

- The number of phone numbers that can be called in the event of an escalation
- The pre-documented action our NOC technicians will take on the customer's behalf

MONITORING SERVICES PRICING

Choose Your Level of Monitoring			
	Setup	Monthly Fee	Default Response Level
Ping Check	\$50	\$25	Bronze
Service Check ¹	\$50	\$50	Bronze
URL Check ²	\$50	\$50	Bronze
System Health ³	\$100	\$250	Silver
OS Health ⁴	\$100	\$350	Gold

¹ One port of your choosing. Monitor an additional 4 ports for \$50 setup, \$25/mo.

² One URL of your choosing. Monitor an additional URL for \$50 setup, \$25/mo.

³ Includes Service Check on 5 ports and URL Check on 2 URLs.

⁴ Includes Service Check on 10 ports, URL Check on 5 URLs and System Health on one server.

Choose Your Level of Escalation/Response			
	# Emails	# Phone Numbers	Authorizes Actions
Bronze	1	0	None
Silver	1	2	<1 Minute
Gold	1	6	<5 Minutes
Platinum	1	10	<10 Minutes
Emerald ¹	NA	NA	NA
Plus (+) ²	NA	+2	NA

¹ Escalation goes to EasyStreet system administrators.

² Plus adds 2 phone numbers to any Level of Response.

UPGRADE YOUR ESCALATION/ RESPONSE LEVEL

A default response level is defined for each EasyStreet monitoring service. You

can upgrade to the next level of response or add two additional phone numbers (Plus) in increments of \$50/mo.

Upgrade Your Escalation/Response Level						
	Setup	Ping Check	Service Check	URL Check	System Health	OS Health
Bronze	NA	Default	Default	Default	NA	NA
Silver	NA	\$50/mo.	\$50/mo.	\$50/mo.	Default	NA
Gold	NA	\$100/mo.	\$100/mo.	\$100/mo.	\$50/mo.	Default
Platinum	\$100	\$150/mo.	\$150/mo.	\$150/mo.	\$100/mo.	\$50/mo.
Plus (+)	\$50	\$50/mo.	\$50/mo.	\$50/mo.	\$50/mo.	\$50/mo.
Emerald	Quote	Quote	Quote	Quote	Quote	Included

Ports that can be monitored:

Oracle (1521)	HTTM-MGMT (280)	POP3 (110)
Informix (1536)	FTP (21)	RadiusAuth (- - -)
HTTP-8000 (8000)	DNS (53)	Postgres (5432)
HTTP-8080 (8080)	MySQL (3306)	Citrix (- - -)
DominolIOP (63148)	DHCP (- - -)	Sybase (1498)
SQLServer (1433)	LDAP (- - -)	HTTPS (443)
HTTP (80)	SMTP (25)	IMAP (143)

System Health and OS Health Monitoring Levels include these standard performance data collections:

Windows:	Bits In/Out	Errors In/Out	Disk Reads/Writes
	TCP Open Connections	TCP Errors & Failures	Per Second Uptime
	TCP Segments	In/Out Traffic Utilization	Processes/Threads
	CPU Utilization	Drive Space (Total/Used)	Windows Memory Paging
	Drive % Space Used	Memory (Total/Used)	
*NIX:	Bits In/Out	Errors In/Out	Interrupts
	TCP Open Connections	TCP Errors & Failures	Swap (In/Out)
	TCP Segments	In/Out Traffic Utilization	CPU Statistics
	Load Average	Disk Space (Total/Used)	Number of Users
	Disk Space % Used	Memory (Total/Used)	Uptime
	Memory Statistics	System Processes	



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