

Monitoring and NOC Services



Real time, continuous system and application monitoring for informed incident and problem management. Historical data monitoring for efficient capacity management.



Monitoring Services from EasyStreet® Online Services, Inc. provide a flexible but cohesive approach for more efficient operations and infrastructure management activities. Easily get the visibility you need into application performance and the underlying operating systems and servers on which they run.

- Continuously monitors performance and availability metrics to ensure optimal network and equipment performance
- Empowers organizations with limited IT resources to manage a growing numbers of servers
- Enables users to monitor and manage key aspects of the entire IT environment with a holistic view
- Facilitates better planning and utilization for network upgrades or reassignment of equipment
- Anticipates and avoids failures and outages
- Boosts problem resolution with centralized control and drill-down capabilities
- Improves security by quickly identifying unauthorized equipment or applications
- Accelerates learning curve with intuitive user interface and wizard-based setup
- Highly scalable to accommodate our needs as your environment grows

Based on the Orion Network Performance Monitor (NPM) and Application Performance Monitor (APM) from SolarWinds®, EasyStreet delivers powerful monitoring, alerting and reporting capabilities to our colocation customers. We developed and now use this system in our Network Operations Center (NOC) to observe every critical aspect of our Managed Services and our own end-to-end network infrastructure.

EasyStreet offers a choice of Passive or Active Monitoring Services for our colocation customers' applications and/or hosting infrastructure, including virtual servers. This centralized approach enables IT organizations to monitor and manage key aspects of the entire IT environment with a comprehensive, holistic view — and to do more with limited resources. Intuitive drill-down capabilities allow

for rapid problem resolution.

With many built-in reports available, you can use EasyStreet's Monitoring Services to project future trends and capacity needs, and immediately access availability, performance and utilization statistics.

CERTIFIED PROFESSIONAL SERVICES

For more complex monitoring challenges, EasyStreet can provide consulting services and develop customized solutions. EasyStreet is an Authorized SolarWinds Partner and our Monitoring and Standards Specialist is a SolarWinds Certified Professional (SCP).

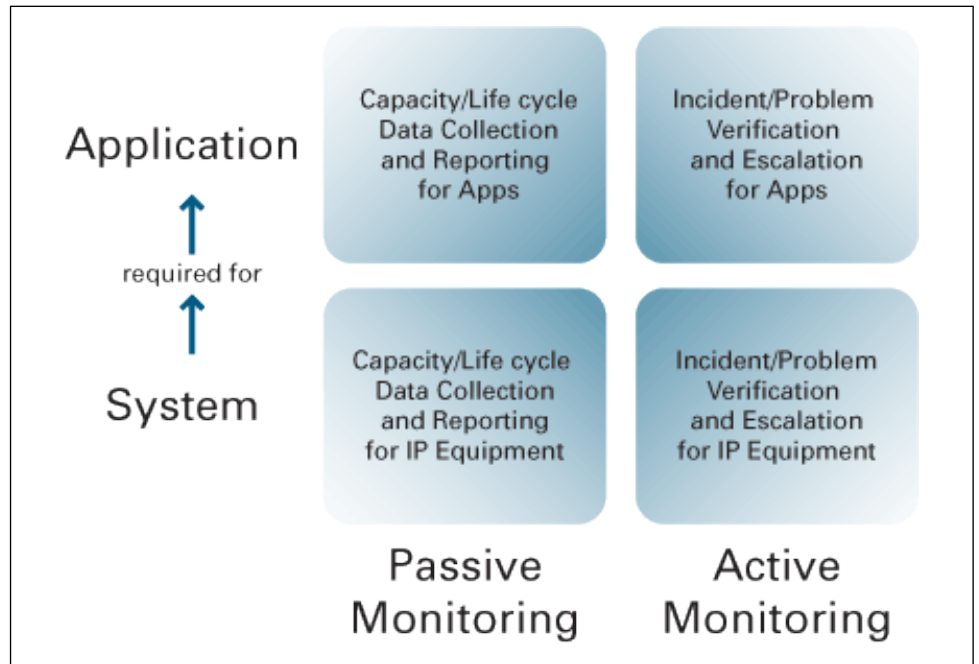


SYSTEM MONITORING SERVICES

This standard CDMI (CPU, disk, memory, interface) service monitors and analyzes real-time, in-depth network performance metrics for routers, switches, servers and any other SNMP-enabled devices. More frequent polling may be available at an additional cost; however, current settings are optimized for most environments. Colocation customers can monitor devices located both on premises and/or in EasyStreet's facilities.

VMware ESX Server Monitoring

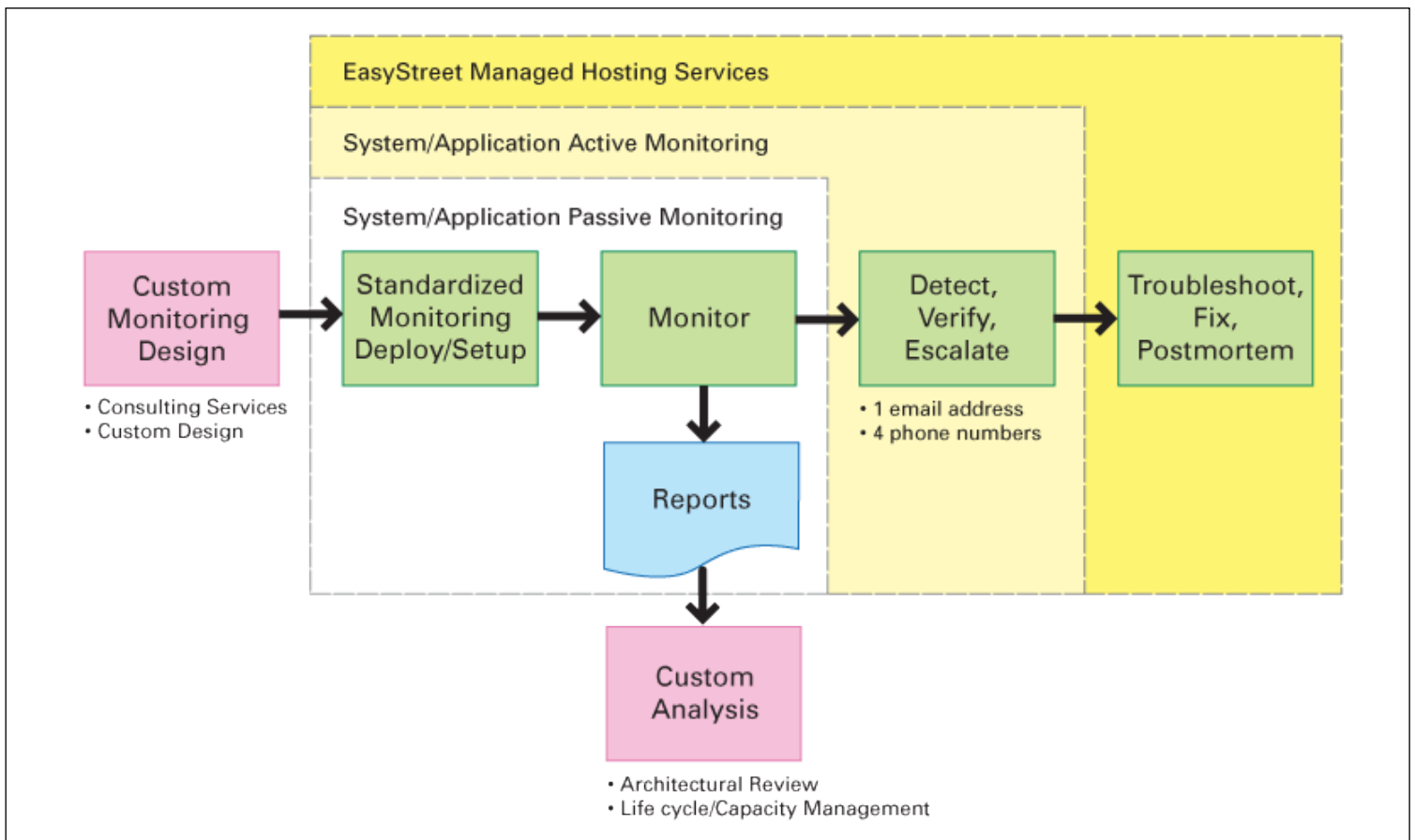
EasyStreet System Monitoring Services enable you to monitor VMware ESX servers, including VMware ESXi, and any virtual machines (VMs) hosted by ESX servers on your network. Available resources include lists of VMs on selected ESXi and ESX servers, performance details for ESXi and ESX servers and hosted VMs, and relevant charts and reports.



APPLICATION MONITORING SERVICES

Using technologies such as WMI, RDP, SSH and SNMP, this service delivers the visibility customers need into application availability and performance.

Many standard monitoring templates are available, including MS SQL, Microsoft® Exchange, IIS and Apache. Custom solutions may be provided for an additional cost. (Because full infrastructure monitoring is so complex and inter-



dependent, Application Monitoring cannot be purchased without the System Monitoring Service.)

PASSIVE MONITORING OPTION

Choose the Passive Monitoring Option for self-service observation via a Web access portal with reporting and performance data. Designed for life cycle and capacity management, this read-only option provides real-time and historical data collection for performance and capacity reporting. Industry watchers suggest adopting a server life cycle management process in which a virtual or physical server's purpose and status from creation to retirement is tracked. Users can view the real-time statistics and availability of their IT environment from any Web browser, providing a convenient way for administrators to stay in tune with their networks at any time, from anywhere.

ACTIVE MONITORING OPTION

This option adds proactive notification and escalation by the EasyStreet NOC. Designed to monitor for incidents and

problems, an EasyStreet professional from the EasyStreet will evaluate and validate any alerts and escalate to the customer, if warranted, via e-mail or phone. With the Active Monitoring Option, the customer will also have access to the web portal for passive viewing, but alerts will come directly to the EasyStreet NOC for review and escalation as required.

(Note that Active Monitoring notification and escalation only applies to issues associated with the specific applications or equipment being monitored; global incidents that incidentally affect those components will NOT result in an individual notification/escalation.)

MANAGED MONITORING

Full service monitoring, including verification and resolution, is included with our Managed Hosting Service. With this service, the EasyStreet NOC takes full responsibility for the health and operation of your hosting infrastructure and applications.

ENTERPRISE NOC SERVICES

EasyStreet can also provide custom NOC monitoring services to cover end-to-end monitoring of your infrastructure, even if it is geographically distributed.

For example, EasyStreet serves as the NOC for the Oregon Health Network (OHN), monitoring state-wide network connections and alerting network providers should issues arise. The OHN infrastructure comprises existing and new broadband networks that will be used to connect hospitals, clinics, private practices, community colleges, pharmacies, long-term health and assisted-living facilities, and governmental agencies throughout the state.

For more information about Monitoring or other EasyStreet services for IT professionals, contact us at 503-646-8400 or visit <http://easystreet.com>.



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