



## GVS REMOTE DIAL-IN & MONITORING SERVICES

Maximize System Availability With Rapid Problem Detection, Diagnosis and Resolution

### Key Benefits

- Helps identify events that could lead to downtime
- Speeds problem resolution through early alert and notification
- Your technical resources are free to focus on essential business activities
- Pre-established management notification procedures
- Increases system availability in mission-critical and business-critical environments

GVS Remote Dial-In & Monitoring Services enable us to easily check the health of your Metropolis Server, Nomadic RAID, and/or Archival Systems from a remote location. These services help speed problem resolution. As a result, you have fewer system problems to deal with and more time to devote to your company's critical business issues.

### GVS Remote Services

Available as a part of your GVS Pillar III, II, and I contract, our Remote Services provides early alert and notification of systems issues. Available for selected Metropolis Enterprise servers, this service can monitor a variety of system resources and components on a 7 day-a-week, 24 hour-a-day basis. When an out-of-spec condition is detected or a pre-specified threshold is exceeded, an alert is automatically generated and sent to the GVS Services Center. A team of engineers reviews the alert condition and notifies your designated contact of the problem. A formal, pre-established notification procedure is followed and the problem is worked on until full operation is restored.

Through the use of intelligent software agents installed on your system, we are able to monitor a wide range of system characteristics. Resource Utilization and the availability of your System, Domains, Memory and Components are all monitored to help detect real and potential system problems. Our monitoring capabilities allow us to play a critical role in helping you maximize your systems' availability.

As a result of the ongoing monitoring, we are often able to warn you in advance of possible problems before failures occur. For example, by scanning for "out-of-spec" or "threshold exceed" conditions, the monitoring service will generate an alert. Acting upon this information, engineers will frequently be able to determine when a specific component may be about to fail, and schedule a replacement of the faulty part often before any data has been lost or any downtime has occurred.



## Remote Dial-In Access-for fast problem diagnosis

GVS also offers Remote Dial-In Access capabilities for all Metropolis servers. This service can allow GVS engineers, at your request, to use a GVS-qualified secure modem to troubleshoot and diagnose system problems in real time. Our experienced support engineers can analyze hardware and software faults remotely by checking patch status, analyzing message files, or checking con-figurations of add-on hardware products.

## Let GVS Help

Keeping your systems up and running obviously affects your productivity and competitiveness in the marketplace. We realize this and are committed to helping you maximize your systems' availability. With this in mind, we have assembled the expertise and tools that allow us to quickly detect and diagnose system issues that may develop. We do this so you don't have to. This takes a huge burden off your shoulders and can allow your technical team to concentrate on the business issues that are critical to your success.

