

# Systems Operations & Hardware Monitoring

## The affordable answer to systems operations and hardware monitoring

Are you fighting to get a lot more done on an itchy-bitsy budget increase? While IT budgets may once again be inching up, business restrictions of the past decade have left their mark, and firms continue to have to do more with less. Managed services is a way to leverage resources while still meeting contractual obligations. When assets are limited, Focal Point Solutions Group (FPSG) is an affordable answer to the routine but unrelenting need for systems operations and hardware monitoring while freeing staff to pursue more strategic business endeavors.

## Maximize workforce productivity

Focal Point Solutions Group's Managed Services for IBM i are designed to support everything from small customers to enterprise organizations seeking to maximize workforce productivity. A flexible menu of managed services offerings allows you to choose which services you need at a price you can afford.

## Focal point solutions group menu of managed services

For those who have mixed platforms in their data centers, Focal Point can monitor all your systems through an enterprise console, whether you're running IBM i, AIX, Linux, or Windows. Here is a sampling of the types of monitoring elements Focal Point's senior-level staff currently performs for IBM i customers:

- Installed OS level
- PTFs installed and status per IBM
- Total DASD allocated, used by ASPs
- Disk and system errors
- QSYS message errors
- Cache battery life remaining
- Error logs
- Last system save

Other monitoring Focal Point can perform on your system includes:

- Performance
- FTP- TCP/IP services
- Output queue
- Devices
- Job log
- User profile
- Job queue
- Object
- Distribution queue
- Inactivity
- Restricted tasks management
- Audit Journal
- Compliance PCI, SOX, HIPPA, etc.
- SLA reporting
- Help desk integration

## Unique HA monitoring methodology

Will your HA system be fully tested and ready when you need it the most? Focal Point Solutions Group has developed a proven methodology to verify installed high availability (HA) solutions in complex, cross-platform data centers. This methodology has emerged after years of testing HA products from the leading high availability vendors.



### Testing HA environments is critical

Many large organizations, such as financial institutions, hospitals, and manufacturers have adopted high availability software solutions to protect against outages. All of these solutions need to be regularly monitored to ensure that production and backup servers remain in sync. HA solutions also must be regularly tested to ensure they will work should an unplanned outage occur. Outages will occur at the most inopportune time whether you are prepared or not.

### Seamless HA testing

Focal Point Solutions Group senior level technicians use powerful monitoring software to track your replication processes. Our specialists can tell right away if your system is out of sync and then initiate corrective measures. We also can perform regular, seamless HA testing on your system. Your staff, that now is free from having to maintain your HA solution, can engage in more strategic projects. Plus you now have true HA experts on your team.

Following is a list of features contained within our HA/DR Monitoring offering:

- Check replication processes twice daily
- Review replication audit reports
- Report and fix out-of-sync files
- Resolve replication errors
- Make needed HA configuration adjustments
- Conduct automated and manual audits
- Recommend, install HA solution upgrades
- Perform annual switch (roll-over) tests and regular DR FlashCopy™ tests
- Install PTFs and service packs
- Provide contact person and escalation tree
- Provide first-level replication support
- Open, track second-level support issues
- Produce monthly activity reports

### Why choose Focal Point Solutions Group?

Our team of experts will review and assess your needs and technical requirements before we tailor the right solution for you. Some of the benefits you will enjoy include: First and second-level technical support; 24/7 monitoring; innovative designs and solutions; highly available switch-ready systems; managed IBM hardware and software support calls; automated monitoring to our alert center.

**Ask us about IntellaFLASH™—the future of HA testing!**

