



## Managed IT monitoring services for improved system availability, performance and compliance

- Provides a complete range of services to offload monitoring and management of IT systems
- Available with a range of business models to provide flexibility in determining the extent of internal staff involvement
- Sophisticated tools deliver improved issue detection and management
- Improves service levels while eliminating the distraction and cost of an internal Operations center

**Information systems are tightly interwoven** with the core business processes of most enterprises. As a result, downtime and performance issues often cause loss of revenue transactions, decreased productivity and customer dissatisfaction. They can also impact an organization's regulatory compliance posture, resulting in audit exceptions and fines.

However proactively monitoring core information technology (IT) systems to minimize such issues is not trivial. Computing infrastructures have become quite complex, encompassing hardware, operating system, application software, networking and security components. Understanding how to obtain and interpret relevant diagnostic information from each component in real-time requires specialized component-specific skills, as well as tools to separate root causes from the side effects they create. It also requires availability of monitoring staff on a 24x365 basis, so issues can be detected, diagnosed and remediated before critical business processes are impacted. Most organizations lack the staff, the skills, the tools and the management attention necessary to effectively manage such an operation.

## Remote Monitoring and Management Service Optimizes IT Operations without Diverting Internal Resources

Security7 Networks is an experienced IT services provider which offers one of the industry's most advanced remote monitoring and management services, allowing clients to focus on their core business without the constant distraction of running an Operations Center. The ManageWerx service is built on unique tools which offer unprecedented visibility into monitored infrastructures, apply automated analysis capabilities to quickly detect and diagnose issues, and provide reporting and analytics which simplify planning while reducing compliance costs. All installation, configuration, monitoring and management activities can be carried out by Security7 Networks personnel, completely offloading clients.

## A Service Tailored to Your Unique Environment and Needs

Every enterprise has distinctive business processes, service level requirements and a unique IT architecture. As a result, each ManageWerx deployment begins with an assessment, which allows Security7 Networks to identify and deliver the strategies, tools and processes that best meet your needs.

One key assessment deliverable is a monitoring strategy. ManageWerx supports a variety of different technologies to securely monitor sensitive systems from the Security7 Networks Operations Center. These include:

- Virtual or physical ManageWerx Collectors which passively collect and process diagnostic information from a variety of different systems within your perimeter, forwarding normalized data to the Operations Center
- Unique ManageWerx passive monitoring software which can be installed on systems to be monitor and managed
- Monitoring software residing within the Operations Center, which interfaces with standard diagnostic functions built into some IT equipment (e.g. SNMP traps, syslog events, WMI)
- ManageWerx systems residing at the Operations Center, with the ability to monitor performance characteristics of equipment like web servers and firewalls from outside your perimeter.

Security7 Networks identifies and installs the appropriate combination of technologies required for your unique needs.



## Leveraging Deep IT System Visibility to Improve Performance, Availability and Compliance

Utilizing the broad range of information collected from your IT infrastructure, ManageWerx applies powerful analytics software to automatically perform tasks such as:

- Discovering and inventorying servers, storage devices, applications, patches, network devices, users and other elements of your IT infrastructure
- Detecting changes in network, equipment or software configurations
- Tracking performance changes in networks, applications and systems
- Correlating events, identifying patterns and predicting trends
- Identifying incidents and tracking remediation activities through closure

Security7 Networks Operations Staff employs this information to quickly and accurately execute the services identified in your needs assessment. Figure 1 lists some of the more popular ManageWerx services selected by clients.

- Fault Management
- Configuration Management
- Performance Management
- Change Management
- Bandwidth Management

Figure 1: Popular ManageWerx Services

ManageWerx also maintains a detailed historical record of information gathered, which is used by analysis and reporting engines. They are able to locate data related to specific activities, providing reports on incidents, long term trends, bottlenecks, as well as summarizing compliance data required by auditors.

## A Variety of Operational Models Optimize Use of Your Staff

ManageWerx is available under three different operational models, allowing you to select the extent to which you want to offload or supplement your internal staff:

- 1. Fully managed service:** Under this model Security7 Networks provides comprehensive 24x7 monitoring, remediation and reporting, fully offloading your staff. When an issue is identified, a ticket is opened with the vendor responsible for the issue, and the ticket is managed through resolution. Full reporting, on both incidents and trends, is provided.
- 2. Co-managed service:** Under this arrangement Security7 Networks provides comprehensive 24x7 monitoring, in addition to providing your staff direct access to the information from the ManageWerx system through a secure portal. Remediation activities are shared, with Security7 Networks handling specific categories of issues, for instance those that are particularly complex, or those occurring during hours when your staff is not available. Your staff remediates other issues after being notified of an incident by the Operations Center.
- 3. Monitoring service:** Under this model your staff retains full responsibility for all monitoring and remediation activities, but Security7 Networks increases their efficiency by providing full access to ManageWerx capabilities through the secure portal. You are able to leverage the sophistication of the ManageWerx system, without having to invest the capital or operational staff necessary to develop and manage such a system.

## An Experienced Managed Services Partner

Founded in 2005 by a team of experienced IT services professionals, privately owned Security7 Networks has profitably grown by providing all its clients levels of service and partnership that are available to only to the top clients of large IT services organizations. For further information on how Security7 Networks can help your organization optimize IT operations using ManageWerx, please contact us at:

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