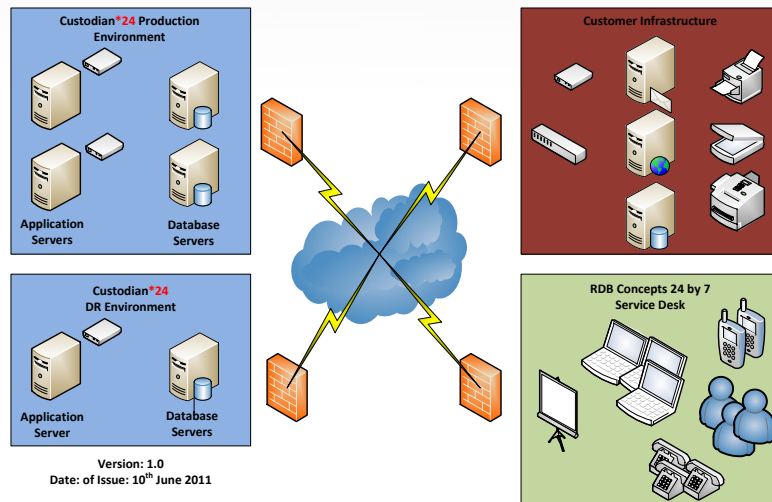


### Service Architecture

Based on industry leading technology, **Custodian\*24** is architected for maximum efficiency and security. **Custodian\*24** can be deployed with no disruption to existing systems and requires no new skills. The diagram below outlines the architecture of the service.

**Custodian\*24 Architecture Diagram**



### Supported Technologies

#### Operating Systems

AIX  
HP-UX  
Linux (Red Hat, Centos, SUSE, Turbo Linux)  
Windows  
Solaris  
TRU 64  
Open VMS

#### Databases

SQL Server  
Oracle  
DB2  
Informix  
MySQL  
Sybase

#### Networking Devices

Firewalls  
Routers  
Hubs  
Switchers  
Cisco  
Checkpoint  
Kerberos

#### Others

Novell  
Veritas  
Apache  
Websphere  
SNMP  
Glassfish  
VMWare

IT professionals spend an inordinate amount of time and money installing and maintaining system management applications.

Current solutions require so much time and effort that even the largest organisations monitor only a fraction of their total IT investments. In turn, this forces the IT staff to tactically respond only to the most pressing problems. This situation results in customers frustrated by poor performance of business applications and an overwhelmed IT staff.

**Custodian\*24** is a web-based, 24 by 7 infrastructure monitoring service that can help improve the quality of your IT service, while driving down operational costs. **Custodian\*24** monitors the performance and availability of servers, applications, storage and network devices. Monitoring is accomplished remotely, and the elements being monitored usually do not require new software to be installed on them. Monitoring both the system infrastructure and the transactions enables IT staff to quickly determine how infrastructure problems affect the end-user experience.

### Key Features

**Custodian\*24** provides the ability to:

- ➔ Monitor a variety of applications, systems and storage and network devices.
- ➔ Map the performance of customer transactions to backend infrastructure.
- ➔ Begin monitoring new systems in minutes.
- ➔ Notify the appropriate contacts with customised alerts wherever they are.
- ➔ Access performance and service level metrics.

### Key Benefits

- ➔ Drive down operating costs by remotely monitoring storage and network devices, systems and application infrastructure.
- ➔ Improve service levels by automatically reporting service issues and notifying the appropriate resource to take action.
- ➔ Determine whether backend infrastructure and Web sites meet SLAs by measuring their performance and availability against defined objectives.
- ➔ Offer centralized access to reports via a secure web portal.
- ➔ Quick, easy and inexpensive to set up with no new skills required by staff.



## How it Works

**Custodian\*24** uses agent based technology that securely connects to and collects information from your chosen elements. Industry standard protocols such as PerfMon, SNMP, HTTP, rstatd and Secure Shell (SSH) are used. This enables data collection to be done remotely, without having to install software on the elements being monitored. Data is securely relayed to the web based **Custodian\*24** Secure Monitoring Portal. Performance and service level data are displayed in a dashboard format for easy interpretation.

Alerts sent through **Custodian\*24** are completely customisable; enabling clients to specify who each warning is sent to within their organisation. Whenever pre-set thresholds are exceeded, real-time alerts are sent to the appropriate contact via email or text messages direct to their phone. You can also specify different notification and escalation policies, determining who receives alerts and what types of alerts are sent.

Using **Custodian\*24**, clients can measure the performance and availability for both web transactions and infrastructure elements against service level objectives. You can specify particular goals and generate service level graphs to show how well these goals are being met.

## The Portal

The Web Portal is an important part of **Custodian\*24**. It provides a customizable view of client systems giving them access to reports and real time system information. The Portal can be customized to match any website design, which enables Partner companies to sell **Custodian\*24** on as their product. New reports can be added to the portal on request, making it an extremely powerful resource.

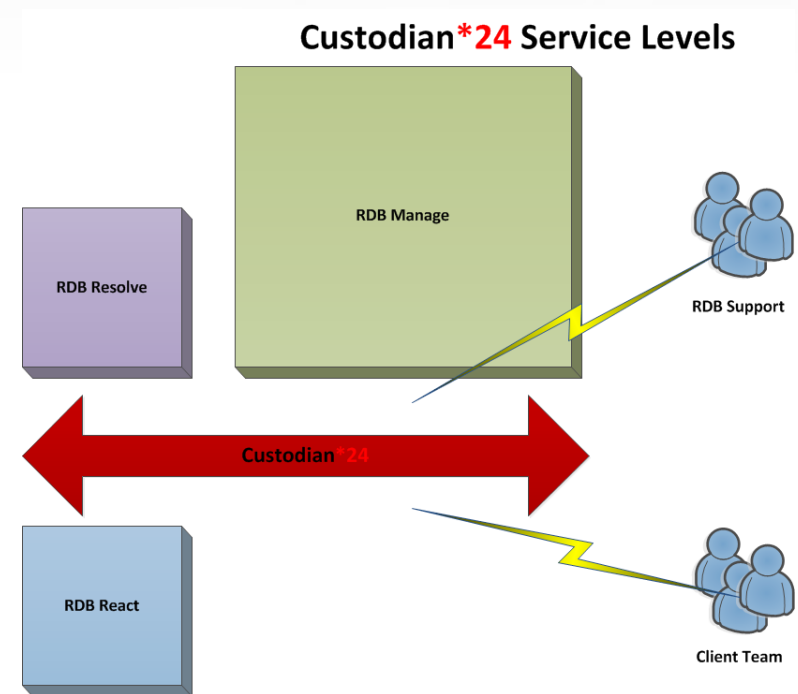
## Pricing

**Custodian\*24** pricing is based on the number of elements that are being monitored, and the level of service required. The service can be combined with other RDB Concepts service offerings to provide a custom solution depending on the client's needs.

With prices starting at £650 for 24\*7\*365 cover, **Custodian\*24** is an inexpensive and elegant solution for any organisation that needs to monitor the health and performance of its IT environment.

## Levels of Service

RDB Concepts has three main levels of service available to clients: RDB React, RDB Resolve and RDB Manage. **Custodian\*24** on its own would simply provide a basic level of monitoring and alerting to assist current IT staff. The addition of RDB React, RDB Resolve and RDB Manage allows the client to shift the responsibility of providing continued service to RDB Concepts' service delivery team.



For more information **Custodian\*24**, or to request a quote, please call +44 (0) 1530 837985 or visit our website [www.rdb-concepts.com](http://www.rdb-concepts.com)



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