



# SERVICE DESCRIPTION

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## Assure Monitor Services

# Executive Summary

## High Level Overview

Thrive has extensive experience managing a range of Customers support service requirements. Our Assist Service is targeted at Customers who do not require underpinning manufacturer support or who may have an aging infrastructure. This aging infrastructure may be end of new service attach or end of support.

Our team of certified professional level engineers will be the single point of contact (SPOC) for all service requests relating to any devices under management. Where faults are of a more complex nature we can deploy CCIE level engineers to resolve. It is important to note here that embedded within our TAC will be a Cisco CCIE. The CCIE is the highest level of certification which an engineer can achieve. In our experience having these levels of competencies available helps to resolve incidents more quickly.

Services are built and delivered around an ITIL framework. Our team have clearly defined processes to follow which include: incident, problem, change. Ensuring these processes are defined and adhered to ensures that we deliver a consistency of service which our Customers rightfully expect.

## Restrictions on Disclosure

Information contained and built within this Service Description remains the property of Thrive unless strict permissions to the contrary have been provided. Information shall not be released nor disclosed either in part or as whole without strict consent of Thrive.

## Service Description

The purpose of this document is to provide a summary of the component elements which will make up the service. This is an external facing document.

## Overview

### Monitoring Service Review

The following section provides a description of the core components which are delivered as part of the monitoring service.

### Event Monitoring

Solarwinds Network Performance Monitoring (NPM) provides immediate alert and event notifications into the Thrive TAC. The Monitored Device Table below details events which TAC will monitor and act upon. Alert notifications will be distributed via email and will be displayed on monitoring screens within the TAC, dedicated to the customer.

On event notification, the following established processes and guides will be followed:

- Event management process
- Incident management process
- Customer event management guide

#### Sample monitor events include:

- Device Status
- Device availability
- Interface utilisation
- Disk usage
- Memory usage

## Event Correlation

In-built within NPM is the advanced alert engine element. This element will provide support to the Thrive TAC around event correlation and root cause analysis. This engine will help the team manage events, removing unnecessary false positive reports ensuring that only true service affecting events are reported. This seeks to improve overall mean time to repair (MTTR) helping provide improved levels of client device availability through automation.

## Management Reporting

Our monitoring service delivers a range of management reports dependant on the deployment model, these will be delivered as part of any service reporting that has been purchased. The AssureMonitor100 service will provide all elements delivered within the AssureMonitor service but will also include the below monitored elements:

- Interface availability
- Capacity utilisation

## Monitoring Portal

The AssureMonitor 100 service will be deployed with a dedicated branded monitoring portal providing key insights including the health and status of client infrastructures in real-time.

## Remote access

This section provides guidance on event alert classification. The alerts are split into 3 main categories:

- **Incident**
  - critical
  - warning
- **Capacity**
  - warning
- **Informational**
  - warning



## Incident

Event notifications are escalated to an incident when TAC is required to action or resolve a certain event occurrence. These are classified as either a critical or warning event.

Events which require incident investigation will be raised on the Thrive portal and will be managed by the TAC.

## Capacity

This is applied to an event whereby an agreed threshold is nearing breach or has breached. Event notifications are classified as warning within this category. This event may or may not require further investigation.

## Informational

This may require further action but on initial notification is for TAC information only

Detailed within our monitored device data table we have also provided the thresholds where an event is triggered I.E on status change or on a set breach.