

PEER 1 Hosting SmartMonitoring™

Make Internet Infrastructure Monitoring Your Standard Operating Procedure

Think about what every business does to make itself available to the people they do business with.

- ① **They maintain their infrastructure.**
- ② **They maintain their services.**
- ③ **They protect both infrastructure and services.**

Engineers, administrators and maintenance teams regularly monitor things, looking for symptoms of structural flaw, for breakdowns in services, for litter and obstructions. Problems that have happened, they repair. Problems about to happen, they report. Problems that might happen, they prevent.

It's Standard Operating Procedure.

Your Internet infrastructure is a place of business no different than your physical business. It, too, needs to be monitored diligently to make sure that the people you do business with can access you. To make sure that they can accomplish what they came to do. And that anything you add, replace or remove from your digital business isn't going to cause the kinds of problems that hurt your bottom line.

It's SOP for your physical business. It should be for your online enterprise as well. With PEER 1's SmartMonitoring, WebWalk™ and StressWalk™, it is.

A FEW NUTS AND BOLTS

SmartMonitoring is a highly parallelized workflow system that achieves its performance goals via distribution across multiple hardware platforms. SmartMonitoring is installed exclusively by PEER 1 Hosting engineers as a SmartMonitoring Deltaplex. PEER 1 Support will work with your organization to arrive at the optimal Deltaplex configuration.

The service levels are each comprised of a combination of full OS monitoring, application/database instance monitoring, URL monitoring, and TCP-port monitoring, tracking pre-determined and customized metrics for any given instance you determine. Services are completely automated and send instant alerts when a set threshold is exceeded or an event is detected.

SmartMonitoring: For Your Infrastructure

With SmartMonitoring, you have a panoramic view-and-alert system over your entire Internet infrastructure.

- Monitor operating systems, applications, databases, URLs, logs and much more from a single dashboard.
- Select your own service level to match your specific infrastructure profile.
- Access your SmartMonitoring dashboard wherever you are through your MyPEER1 portal.
- Save cost and time by having consistent, centralized access to all performance information—regardless of the operating system, application, or database being monitored.
- Accelerate time-to-resolution by defining customized, multi-step escalation paths to ensure that the right information is delivered to the right person.
- Use graphing and correlation of metrics across systems and applications to rapidly pinpoint root problem cause.

WebWalk: For Your Applications

Your online business needs to make sure that all your customer-critical applications—portal to checkout to intranet—are always operating at their peak, and are providing a consistently, best-quality user experience.

WebWalk™ is the answer. WebWalk tests, measures and reports on how your web applications perform from the user's point of view. Using simulated transactions, WebWalk monitors every application transaction step every two to five minutes and measures them against set thresholds. Should an application fail its threshold test, you're immediately notified. With WebWalk, you have a constant window to ensure that application performance meets the requirements of your users.

With WebWalk you can:

- Pinpoint, isolate and solve performance issues before they become business issues.
- Sample web-based performance metrics from your customer's point-of-view.
- Simulate end-user experience from any customer-defined location.
- Continually improve your transaction processes.
- Monitor the speed of page access and transaction response.
- Validate page and/or database content.
- Receive immediate notification when performance falls below established thresholds.

All WebWalk performance data is accessible through your SmartMonitoring portal and dashboard.

StressWalk: For Your Protection

The physical business has to rigorously test any change they plan to make to their infrastructure and services, before they launch it. Your online infrastructure—hardware and software—is no different. Before you switch servers, or go live with a new transaction processor, or launch a live chat tool you have to know it will deliver what you want, and hold up under whatever load you send its way.

StressWalk™ is the answer. StressWalk tests your pre-production hardware and software by providing repeatable load stress scenarios, and then delivering the key metrics to support your infrastructure decisions.

With StressWalk you can:

- Predict the stability and integrity of Internet and intranet services (including e-commerce, corporate ERP, trading portals, and more).
- Accurately predict the impact changes to your existing infrastructure or solutions will have.
- Probe for weaknesses by using a high load of fully automated simulations of your customer's website behavior.
- Time each page access or transaction response to predict the quality of your customer's experience under different load scenarios.
- Display an accurate view of the impact of heavy traffic on your application, your web services and infrastructure.
- Deliver metrics to business managers when systems fall below established service level agreements.

All StressWalk performance data is accessible through your MYPEER1 portal.

Contact Us Today

- Call us at 1.866.579.9690
- Go to www.peer1.com and chat with one of our professional accounts staff.

Whether you are new to PEER 1 or an existing customer, we can help you integrate peace of mind into your business by designing you a clustered solution to meet your unique needs. Contact one of our knowledgeable PEER 1 Hosting Sales Representatives for