GroundWork Monitor Deployment Service

"We partnered with GroundWork to build an enterprise-class monitoring system and it has transformed IT's reputation within the company."

**Cliff Bell, CIO,
Phoenix Technologies**

GROUNDWORK DEPLOYMENT SERVICES

- Gets your GroundWork system up and running quickly
- Our experts install and configure your system right the first time around
- Streamlined design gives you everything you need – and nothing you don't
- Fine-tuning to optimize performance and minimize false alarms

OPEN SOURCE IT OPERATIONS MANAGEMENT

At GroundWork we are dedicated to dramatically simplifying and improving IT monitoring and management – while reducing costs. Our GroundWork Monitor solution has a proven track record of providing enterprise IT monitoring functionality at a fraction of the cost of proprietary commercial tools.

GroundWork Monitor delivers comprehensive monitoring coverage of systems, networks, and applications. The result is both comprehensive and extremely flexible, ensuring easy integration with all of your IT management systems and processes.

DESIGN AND DEPLOYMENT DONE RIGHT: GROUNDWORK DEPLOYMENT SERVICES

GroundWork Deployment Services provide a perfect complement to the GroundWork Monitor product. Our team of experts installs and configures your system. You get a tailored, turnkey solution that is up and running fast – and configured properly the first time around.

We work with you to implement a fully functional GroundWork Monitor solution customized for your service levels and fine-tuned to the unique characteristics of your IT infrastructure environment.

HARNESSING YEARS OF PRACTICAL IT OPERATIONS MANAGEMENT EXPERIENCE

With Groundwork Deployment Services, we provide you with a team of certified professionals who have years of practical experience working with open source software, configuring and tuning monitoring tools, and training customers to manage and extend their systems.

When you sign up for a GroundWork project, our goal is your self-reliance. We provide comprehensive documentation and personalized training on the delivered system to achieve complete technology transfer to your staff. This allows you to independently extend the depth and reach of the system and manage it on your own over the long term.
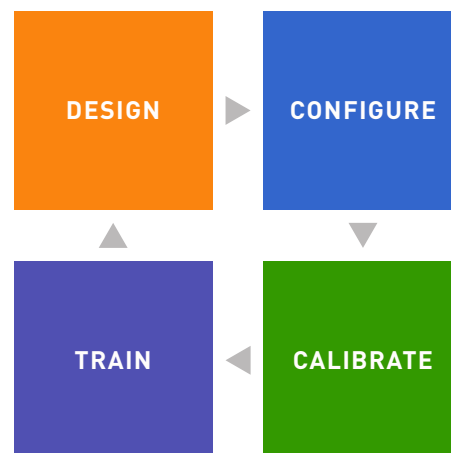
Every one of our deployments fully supports the IT Infrastructure Library (ITIL), a set of IT management best practices being adopted worldwide by advanced IT staffs.
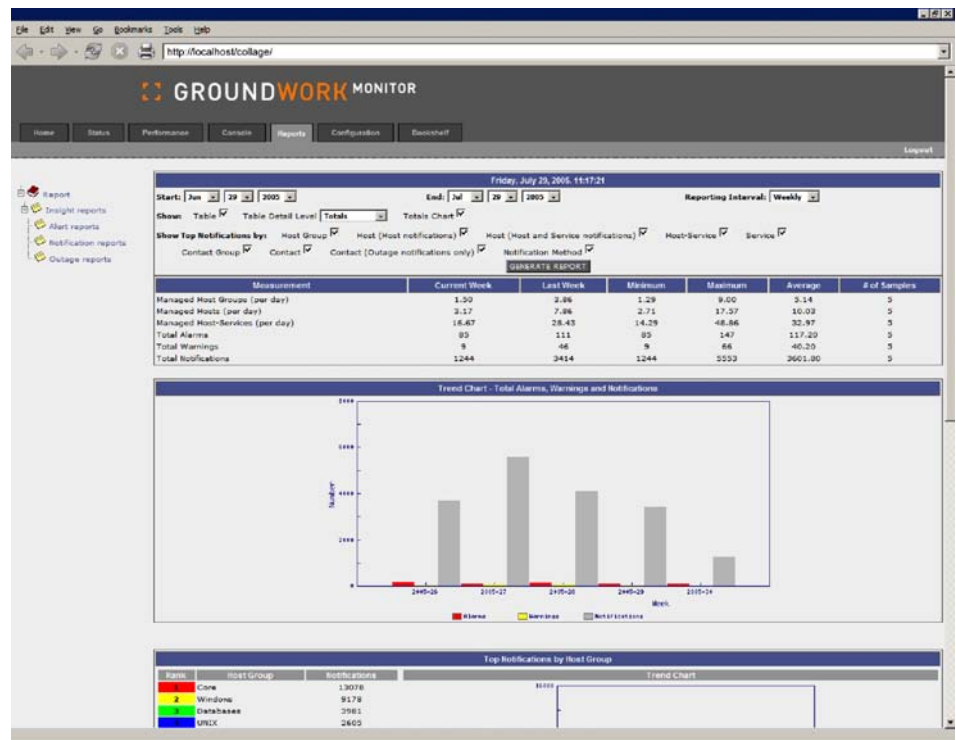
A DISTINCT SET OF ADVANTAGES

With GroundWork, you gain a distinct set of advantages with concrete business benefits:

- **Fast deployment:** We speed time-to-value by deploying your system rapidly.
- **Customized solution:** We align your system with your service levels, infrastructure, and overall availability and performance objectives.
- **Streamlined design:** We ensure you get all the capabilities you need – with no unnecessary bells or whistles.
- **Expert tuning to minimize false alarms:** We calibrate and test your system in advance to ensure it performs accurately as designed, with minimal false alarms.

- **Hands-on expertise:** Our system engineers have designed and installed monitoring systems in hundreds of customer sites.
- **Reduced complexity:** We help you conquer the complexity of your monitoring system by providing robust configuration tools and documentation.
- **IT staff training:** We give your team the skills to maintain your solution.

"IT monitoring tools are only as good as their deployment. The GroundWork team had the product knowledge and deployment expertise to turn the Nagios tool into an enterprise-ready solution."

Jorge Borbolla, CIO, AutoTradeCenter

A SIMPLE FOUR-STEP PROCESS

The GroundWork Monitor Deployment Service follows a simple, four-step process. Working in concert with your IT team, we rapidly develop an enterprise-ready GroundWork Monitor solution tailored for your business:

Design
- The right monitoring system design gives you all the monitoring capabilities you need – and none that you don't.
- We start by interviewing your staff and evaluating your existing network to identify your service objectives, network components, and IT infrastructure configuration.
- Based on that input, we design a system that delivers the monitoring, visibility and reporting you require to cost-effectively manage your IT infrastructure.

Configure
- Using the blueprint from the Design phase, we work with you to install every element of your monitoring system – either by VPN access or on your premises.
- We deploy the GroundWork Monitoring system on a Linux server.
- We implement the designated monitors for each system, application, or network device according to the Design and Coverage Specification.
- We implement the required checks and parameter settings for each monitored device, using standard plugins, agents, and profiles.
- We work with you to define alarm states and notification and escalation procedures.

Calibrate
- With all the hardware and software in place, we test and tune your GroundWork system to ensure everything is running as designed.
- We calibrate your system to minimize false alarms, saving you valuable resources and time.
- After calibration, you can better identify and hone in on problems in the infrastructure that need your attention.

Train
- The goal of every GroundWork deployment project is to build your independence as well as your solution.
- We train your IT staff in the skills essential for maintaining your solution.
- We teach you how to use the monitoring system to identify and respond to problems in your infrastructure, and to configure your system for additions, moves, and changes.
- Deployment Services customers have access to a robust library of product, design, and "how to" documents to get the most out GroundWork Monitor.

"The most significant driver was GroundWork's professional expertise including design, configuration and tuning. The ramp up time for these solutions can be significant. By bringing in GroundWork, our entire infrastructure was being monitored within weeks."

Sam Lamonica, IT Director, Rudolph and Sletten

GROUNDWORK DEPLOYMENT SERVICE OPTIONS

The following options are available with GroundWork Deployment Services:

- **SNMP trap monitoring:** Collects SNMP traps from network equipment, translates the numeric values into standard text messages and parses them against a list of regular expressions to create alarms associated with individual hosts. All traps received are logged and presented to operators using a console which can filter the messages based on pre-defined criteria.

- **Network traffic analysis:** Provides alarms based on critical performance ratios. Six parameters including bandwidth utilization are gathered from each core router interface and stored for up to one year in Round Robin Databases (RRD). Graphical presentation of traffic data is included in status displays.

- **Web log analysis design and configuration:** Generates consolidated reports describing Web server usage patterns. Requires customer to install GroundWork Monitor modules on each Web server.

- **Comprehensive database monitoring design and configuration:** Configuration of up to 15 additional checks for in-depth, proactive monitoring of database servers and provision of performance data storage and graphs for all parameter values.

Additional service offerings include development and installation of IT dashboards and active status maps specialized monitoring configuration for VoIP and IBM iSeries systems, and connecting GroundWork Monitor to an existing configuration management database.

ABOUT GROUNDWORK

GroundWork provides open source software and solutions for network and systems monitoring and management. With GroundWork solutions, enterprises leverage the flexibility and value of open source to achieve enterprise-level availability, performance and operational efficiency at a fraction of the cost of traditional software.

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