



“The Harbour MSP monthly governance reports have made it much easier for us to manage our SAS 70 audits year after year.”

General Manager
Financial Services SaaS
Company

“We like the ‘pay for only what you use’ model ... we believe we get the best cost base by combining in-house support and selective outsourcing to Harbour MSP.”

Head of IT
Global Investment Bank

Contact

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Make better decisions about your IT estate.

Harbour MSP can collect and deliver the information you need, when you need it – to give you clearer insights into your IT.

We can collect SNMP information from any SNMP enabled device at any network-connected location around the world.

The service includes performance and availability monitoring, alarm and event notification, and inventory and configuration management and reporting.

The Harbour MSP infrastructure monitoring service delivers:

- Improved service levels – with proactive notification of issues and accurate information at a detailed device and business system level
- Improved performance – by understanding resource utilisation and removing bottlenecks
- Reduced costs – with less faults, faster fault resolution, improved end user productivity and better use of available capacity
- Lowest possible security risk – we adopt best practices to minimise threats to your assets
- Built in compliance – to support common governance and audit requirements.

At Harbour MSP, enjoy a low, fixed cost when you engage our monitoring services – you only pay for what you use.

Three layers of monitoring

Depending on the levels you choose, your IT team will be in a better position to respond to issues, trouble shooting and faults – to keep your business running smoothly.

With Harbour MSP monitoring services, you can monitor basic devices, complex systems, or even the health of an application:

- Device monitoring – get detailed information around availability, utilisation, reach ability and processes for all your servers, network devices and storage devices.

- System monitoring – gain insights into the availability and performance of your key systems like email, CRM and customer-facing websites.

- Application monitoring – get availability and response times for key applications, so you can identify potential performance problems before they escalate.

Our team can help you identify what you need to monitor in order to maintain optimum performance of your IT assets.

Design the environment you need

Recognising that every business is different, our service lets you pick and choose from a broad range of functional specifications.

By setting your own parameters, you are taking control of your IT environment and maximising its availability.

With Harbour MSP monitoring services, you can:

- Monitor performance and availability of all your SNMP enabled devices
- Set alarms and events to notify your team in the event of device or application failure
- Create custom reports – accessible via our Safe Harbour portal – to give you greater peace of mind.

Depending on your needs, you can also choose between a collection device at your site, a dedicated collection device in the Harbour MSP data centre or a shared collector in our data centre.

Contact us

To learn more about our monitoring services, please contact Harbour MSP today.



Benefits

Improved service levels

* Proactive notification of incidents

* Timely, accurate information

* Business level reporting

Improved performance

* Resource utilisation metrics

* Identify bottlenecks

Reduced costs

* Fewer faults

* Faster fault resolution

* Improved user productivity

* Better use of capacity

Lowest possible security risk

* Firewall connectivity

* Best practice security

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Device	Parameter	Definition
Servers - physical and virtual	Availability	Functional status of the operating system: available or unavailable
	Host uptime	Cumulative time that the operating system has been available
	Mode	Operational status of the device: normal or maintenance
	CPU load	Number of concurrent jobs in the processor queue
	CPU usage	Time that CPU resource is used to process instructions
	Memory free	Amount of memory resource not being used by the system
	Memory total	Amount of memory resource not being used by the system
	Swap memory usage	Alert that the system is using virtual or swap memory
	Disk usage	Disk resource that is being used by the system
	Disk I/O	Rate of read and write transfers between the system and disk
	Network traffic	Amount of send and receive traffic from and to the device
	Network packet loss	Loss of packets on network connection to and from the device
	Network response time	Round trip time to device
Hardware status	Component health check where available	
Network devices	Availability	Functional status of the operating system: available or unavailable
	Mode	Operational status of the device: normal or maintenance
	CPU utilisation	CPU resource that is being used by the system
	Memory utilisation	Memory resource that is being used by the system
	Network traffic	Amount of send and receive traffic to / from the device
	Network packet loss	Loss of packets on network connection to / from the device
Storage and backup	Availability	Functional status of the device: available or unavailable
	Mode	Operational status of the device: normal or maintenance
	CPU utilisation	CPU resource that is being used by the system
	Memory utilisation	Physical memory resource that is being used by the system
	Hardware status	Component health check where available
Telecommunications link	Availability	Functional status of the far end link – available or unavailable
	Network traffic	Rate of send and receive traffic to / from the device
	Network traffic	Amount of send and receive traffic to / from the device
Web monitor	Availability	Functional status of the site – reachable or unreachable
	Network response time	Round trip time to obtain a response from the site
Alerting	Alert thresholds	Critical and warning thresholds
	Threshold settings	Harbour MSP recommended and user definable
	Alert media	Email and SMS
Polling and infrastructure	Polling period	5 minutes
	Collection	Collection servers can be placed at any internet or
	Collection methods	SNMP or agent based
	Infrastructure	High availability, high performance architecture
Interface	Web site	https://portal.harbourmsp.com
	Visibility	System, device and resource level
	Graphing	User definable graphing period