

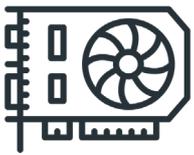
# Managed services

Monitoring and management with Solarwinds

## THE BLUESOURCE SUPPORT SERVICE

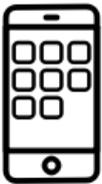
Bluesource partner with Solarwinds to deliver a robust 24x7 service management solution, which utilises 'N-able' to monitor and manage complex server infrastructures. Enterprise applications and services, including those from Microsoft, VMware, Veritas and Symantec can be monitored to provide you with the confidence that your infrastructure is running optimally and within acceptable tolerances.

## WHAT WE MONITOR



### Hardware

Our metrics can be used to identify a range of performance issues and component failures to avoid unnecessary downtime.



### Applications

Our consultants set thresholds to ensure that each of your key business applications operate within certain tolerances



### Operating systems

We monitor Wintel services and logs to identify issues which may interrupt or degrade your service.



### Azure

We can proactively manage your Azure environment monitoring and resolving Wintel and application services, whilst optimising your server estate.

- ✓ **Managed service provider for more than 15 years**
- ✓ **Proactive monitoring of your IT estate**
- ✓ **A true 24x7 technical response team**
- ✓ **On average we process over 350,000 events per month**
- ✓ **We monitor and manage over 1500 servers globally**
- ✓ **Solarwinds is a market leading monitoring tool**
- ✓ **We can adopt a flexible and tailored monitor model**

# Managed services

## Monitoring and management with Solarwinds

### The bluesource service

Our monitoring and management services incorporate proactive activities to insure the continual support, optimisation and maintenance of your environment. These managed services are backed by defined service level agreements so our customers have the peace of mind that their IT environment is in safe hands.



**Early identification**  
 Early identification at the point of threshold breach and root cause analysis is received into our Solarwind monitoring tools.



**Management**  
 We work closely with our clients, vendors and third parties ensuring the seamless management of your IT estate.



**Ownership**  
 We take full ownership for all managed instances both physical and virtual. They are tracked and maintained by our 24x7 team.



**Visibility**  
 We'll provide an in-depth view of your service with detailed analysis to ensure that your infrastructure is always in safe hands.

### Solarwinds monitoring

bluesource uses the following components of Solarwinds to provide a granular monitoring and management solution to our customers. It maintains end-to-end service visibility, which can reduce and even preempt service downtime through event impact assessments and visual service maps.

- ✓ Operator console
- ✓ Control centre
- ✓ SNMP proxy
- ✓ Diagnostic console
- ✓ Module builder
- ✓ Network device proxy
- ✓ Security manager
- ✓ URL check recorder
- ✓ Analysis centre

