

Colocation

From 1 Rack to Dedicated Suites

Systems Monitoring

Disaster Recovery

Systems Observer

A Fully Managed Equipment and Network Monitoring Service

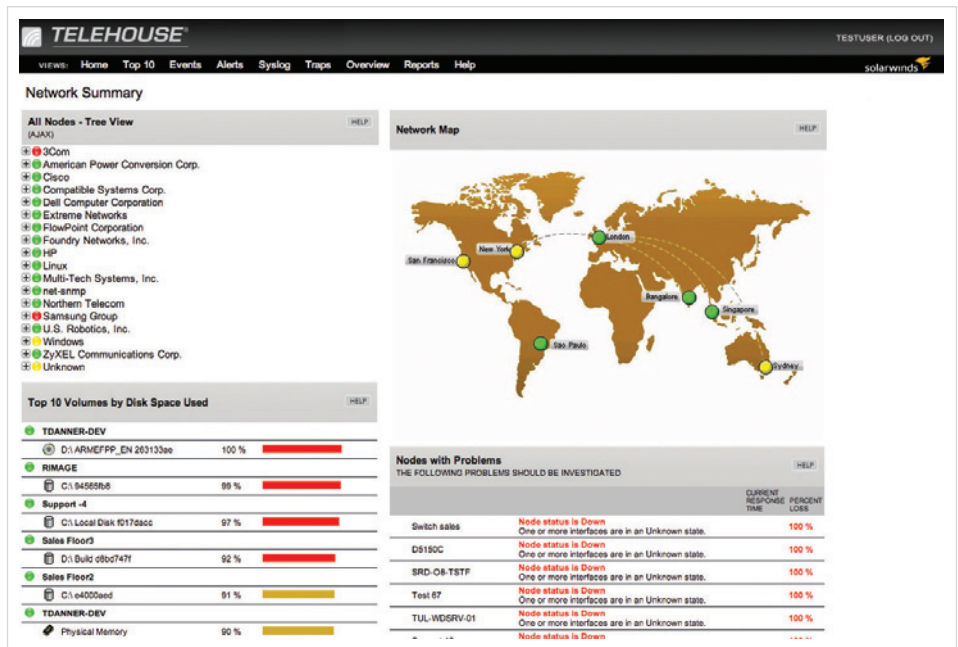
Do you have a comprehensive fault and performance management system in place?



When making the big decision of choosing your data centre provider you need to partner with an industry leader like Telehouse who cares about your equipment and network as much as you do.

That is why we offer a superior network performance monitoring solution, Systems Observer - allowing you to visually track the equipment and network activity within your infrastructure. Systems Observer allows you to monitor by exception thus concentrating on events that negatively impact your services, therefore allowing you to respond immediately to maintain uptime.

Systems Observer provides you with a detailed combined overview of your IT infrastructure at Telehouse. You can view in-depth statistics about the activity of your equipment and your network such as packet loss, latency, CPU load, bandwidth utilization, network faults and availability using a fully-customisable user-friendly interface, helping you to manage your systems efficiently and effectively. Built into Systems Observer is a comprehensive alerting mechanism ensuring you are instantly notified of any events you choose to configure within the monitoring system. Use Systems Observer in conjunction with our highly reliable 24/7 remote hands service to ensure your network is at peak performance at all times.



A solution for today and the future



Telehouse understands the value of data and the requirement to comply with international standards and government legislation, which is why Systems Observer records real-time minute-by-minute statistics of your network and equipment and maintains data for up to 5 years. The vast array of data metrics held by the monitoring system will help you understand the usage of your equipment and will allow you to consider new ways to handle your network efficiently. Through detailed graphs, tables and lists, you can view which events (if any) led to a fault and recognise trends in order to accurately plan for the future. In addition, to eliminate any single point of potential failure, Systems Observer is

hosted on an independent network; using a distributed architecture to ensure that local statistics are always gathered from the nearest available server.

Systems Observer also supports the monitoring of virtual servers to determine how they are performing and to gauge the health of individual virtual machines. By monitoring specific virtual resources, Systems Observer can alert you to a server that is using excessive CPU resources or is approaching its allocated memory limit. This enables you to ensure that applications are performing well and that virtual and physical resources on the server are optimised.

Telehouse is a global data centre provider with 39 facilities in 19 cities and has been growing successfully for the past 20 years offering the highest level of reliability and uptime within the industry - and we use Systems Observer on our machines. We will connect Systems Observer onto your chosen devices and offer a full introduction and support to ensure this will be the only monitoring system you will ever need.

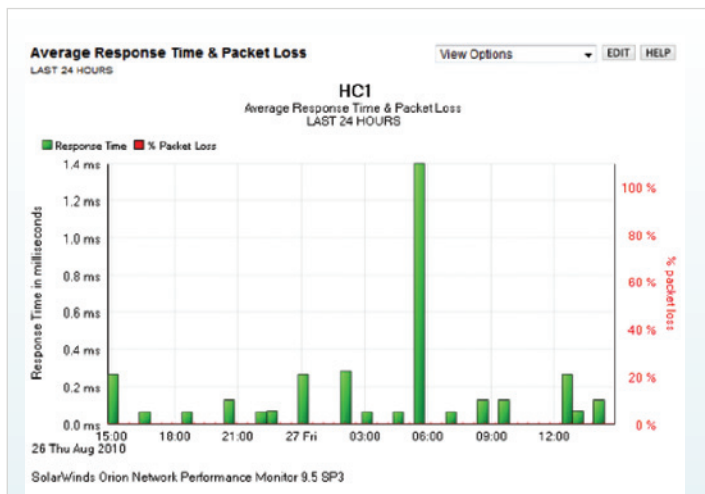
Sample Screenshots of the Systems Observer Interface

The fully integrated alerting system can be set up to notify you of a change or an event on your chosen device, network and application. Alerts will be sent via SMS/Email in real time so you can take immediate action and use Telehouse's 24/7 remote hands to rectify the issue.

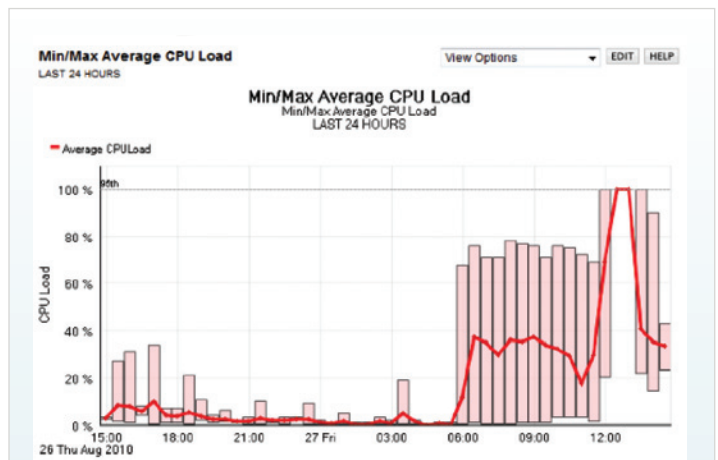
TIME OF ALERT	NETWORK DEVICE	CURRENT VALUE	MESSAGE
20/08/2010 05:45 PM	Exchange 2007 Mailbox Role Services		Alert me when an application goes down
20/08/2010 05:44 PM	Exchange 2007 Mailbox Role WSS Counters		Alert me when an application goes down
20/08/2010 05:44 PM	Windows Server 2003-2006		Alert me when an application goes down
20/08/2010 05:44 PM	Exchange 2007		Alert me when an application goes down
Volume Percent Used			
01/08/2010 04:02 AM	H:\LabelArchive 00329743	96 %	Alert: Percent Space Used of TC-FRNAS-H\LabelArchive 00329743 is now 95 %

Systems Observer makes capacity management simple by notifying you in real time when your disks are reaching their capacity limits, thus allowing you to plan for future storage needs.

VOLUME	SIZE	SPACE USED
C:\Label\System b037ebe7	42,948 GB	33,758 GB (79 %)
D:\Label\Exchange 40d1557d	34,357 GB	10,478 GB (30 %)
Virtual Memory	17,019 GB	2,559 GB (15 %)
Physical Memory	8,588 GB	5,421 GB (63 %)



Stay on top of your network by ensuring response time and packet loss is kept minimal. Set up alerts on these statistics to help you get to the bottom of any transmission issues which require attention.



Build your load balancing and resource allocation plans on accurate data provided by Systems Observer.

Home to your global ICT solutions

Telehouse now offer full end-to-end ICT solutions from design to implementation such as IP connectivity, system integration, LAN and software installation, system monitoring, virtual servers as well as premium data centres. Speak to a member of our sales team regarding your requirements and we will propose the right solution for you. Telehouse can also assist in improving the efficiency of your existing IT infrastructure and the management of a comprehensive IT migration plan.

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