



Business
Intelligence

Data
Center

Cloud

Mobility

Enterprise Computing Solutions – North America

Remote Monitoring & Management Solutions



V | Five Years Out

arrow.com



Remote Monitoring & Management Solutions

Remote Monitoring and Management (RM&M) is designed to provide solution providers with a comprehensive suite of remote infrastructure managed services for enterprise clients with a large IT footprint or sophisticated technology solutions. Services are performed 24x7, 365 days a year by experienced, certified technicians, who use enterprise-class technologies and follow proven ITIL processes to ensure continuous uptime for servers, infrastructure applications, custom applications, database, storage and network devices.

Server and Network Infrastructure Service Options

Two levels of RM&M services are available:

1 Aid

Proactively monitors the health of your client's server and network infrastructure

Industry-standard monitoring checks the availability and performance of Windows and Linux operating system services, event logs and SNMP-based network devices, as well as hardware errors. We review incoming alerts and log files to quickly pinpoint an issue and proceed with pre-defined standard operating procedures (SOPs) for remediation. If the SOPs fail to resolve the problem, the ticket is updated and immediately escalated to a designated partner contact or ISP vendor for resolution of the issue.

2 Manage

Full remediation and management of your client's server and network infrastructure

In addition to monitoring, SOP remediation and full issue resolution, Arrow personnel review incoming alerts and log files to quickly pinpoint an issue and remediate the problem. If we are unable to resolve the problem, the ticket will be updated with detailed troubleshooting steps and immediately escalated to the vendor Tech Support or ISP vendor for further troubleshooting and full resolution.

Preventive Action Minimizes Business Risk

To reduce the risk of system failure or outages, both AID and MANAGE services include Windows patch management for operating systems, as well as proactive antivirus definition updates, Active Directory (AD) and Exchange health checks. Partners will approve all major updates performed.

RM&M FOR SERVERS AND NETWORK	AID	MANAGE
24x7 Monitoring of Windows Server (Availability, Performance, Services and Event logs), Synth Xaction, Network Devices and Backup Processes	•	•
Alert Validation & Escalation	•	•
Verifying Completion of Backup Jobs	•	•
Pre-defined Standard Operating Procedures-(SOPs) Initial Remediation	•	•
Client's Custom Standard Operating Procedures (SOPs)-based Initial Remediation	•	•
ISP Vendor Escalations for Link Downtime	•	•
Anti-virus Definition Updates Validated	•	•
Windows Patch Management Per Customer Approval	•	•
2-way Integration with Autotask/Connectwise or Access to Portal for Case Tracking and Metrics Reports	•	•
Executive Dashboard (Web Portal), On-Demand, Weekly & Monthly Reports	•	•
Monthly Health Checks for Active Directory and Exchange		•
Troubleshooting and Full Remediation		•
Vendor Tech Support for Further Troubleshooting and Full Resolution		•
Hardware Vendor Coordination for Hardware Failures		•
Move, Add, Change (MACs) and Service Requests		•

Benefits

With remote monitoring and management, issues affecting a network will be recognized long before the customer is aware there is a problem. In addition, RM&M offers:

ALWAYS ON SOLUTION

RM&M is 24X7 monitoring of critical IT infrastructure.

NO DISRUPTION

Preventive maintenance is performed for updates, changes and performance-intense services during non-peak periods to eliminate client business impact.

COMPLETE CONTROL OF WORK PERFORMED

Solution providers set SOP standards for the review of incoming alerts and initial execution. Detailed reports reveal work performed.

PROACTIVE MANAGEMENT

Incoming alerts are reviewed and immediately remediated by Arrow. If required, we coordinate with Vendor Tech Support on your behalf.

FULLY INTEGRATED WITH PSA TOOLS

All alerts are updated in Autotask and Connectwise PSA tools. We will support published RM&M tools platform or infrastructure hardware used by our partners and their clients.

REAL TIME METRICS

AID and MANAGE services include detailed reports generated on all activity performed—alerts, trouble tickets, preventive maintenance and infrastructure performance—all instantly available from a secure web portal or pushed to you each week or month.

PATCH AND ANTIVIRUS UPDATES

Improve reliability and performance with security patch management and antivirus definition updates.

NO DISRUPTION

Operating system and application updates and upgrades are delivered during non-peak periods, reducing impact to your client's productivity.

FREE UP RESOURCES

Your clients can contact us by chat, email or via alert tickets to resolve any issue without tying up your team.

SIMPLE PRICING

Pricing is per device, per month.

Target End Client

Mid-sized and large enterprises or end clients with a minimum of 101 devices, desktops or users.

Capabilities

IT INFRASTRUCTURE	SUPPORTED TECHNOLOGY
Server Operating Systems	Windows Server, SBS Server, Linux Flavors Red Hat, Centos & Ubuntu, Unix
Server Applications	Domain Controller (Active Directory), Email (Microsoft Exchange), Backup (Symantec, NT Backup), Mobile (Blackberry), Virtualization (VMware, Xen), Terminal Servers, (Citrix, SharePoint), Web Servers (Apache, Tomcat, IIS, Web logic, JBoss, J2EE), Custom Applications
Databases	MS SQL (EXP, STD, ENT), My SQL (STD, ENT)
Network	Switches, Router, Firewall, WAP (Cisco, HP & Juniper) and VoIP (Cisco)
Storage	EMC, HDS, HP, IBM, NetApp
Desktops	Windows XP and upwards
Antivirus Products	Symantec, McAfee & Trend Micro



Project and Quality Management

Underlying our service engagements is Arrow's Project and Quality Management process, which is based upon Project Management Institute (PMI®) principles.

This helps ensure that the project is performed effectively to fulfill Customer's expectations. In addition, Arrow utilizes peer reviews among members of the project team at key points in the project to validate that quality expectations are being met, best practices are employed, and creative ideas and solutions are considered. Experience has proven that each of these steps adds considerable value to the overall project results

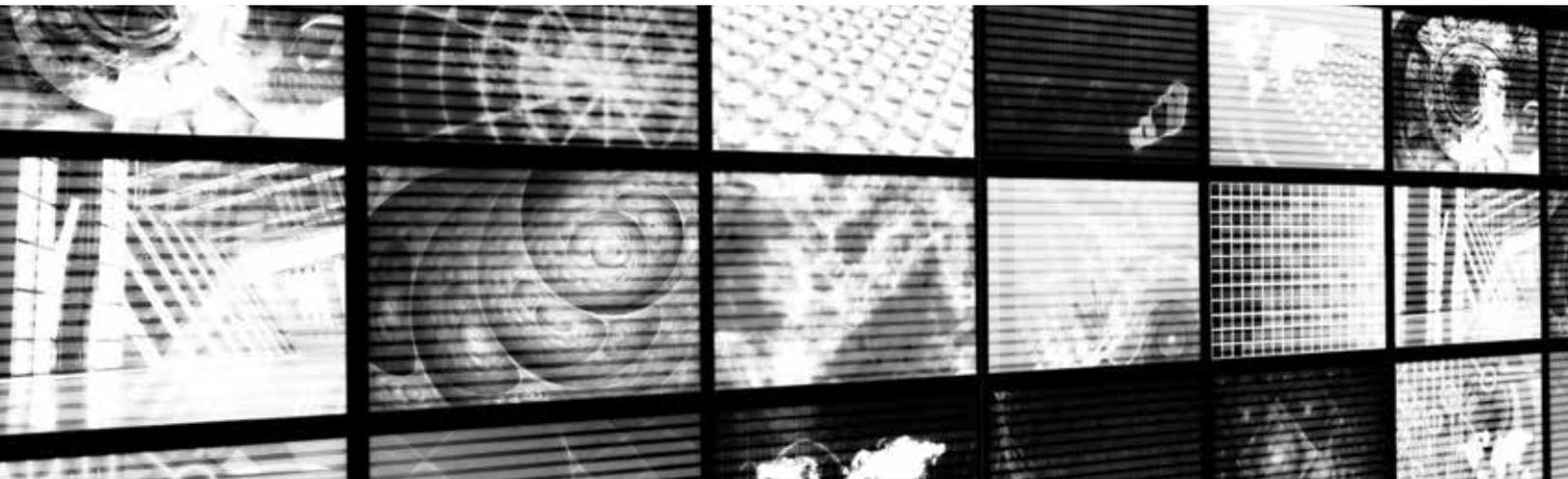
More Information

Contact your Services Account Director to outline requirements, discuss your options and select the most appropriate level of service for your customer, based on their business needs.

Visit our website ecs.arrow.com/technology_services/

Call toll-free **877 558 6677**

Email us Arrow_Services@arrow.com



Are You Five Years Out?

Most people live in the present. The world of now. But a handful of us work in a unique world that doesn't quite exist yet—the world of Five Years Out.

Five Years Out is the tangible future. And the people who live and work there know that new technologies, new materials, new ideas and new electronics will make life not only different, but better. Not just cheaper, but smarter. Not just easier, but more inspired.

Five Years Out is an exciting place to be. So exciting that, once you've been there, it's hard to get excited about the present. Because we know what's coming is going to be so much better.

Five Years Out is a community of builders, designers, engineers and imaginers who navigate the path between possibility and practicality. Creating the future of everything from cars to coffeemakers.

Are you one of them? Then you're probably working with us.



Arrow Electronics, Inc.
Corporate
7459 South Lima Street
Englewood, CO 80112, USA

In Person

877 558 6677

Via Email

Arrow_Services@arrow.com

Online

ecs.arrow.com/services

myarrow™

Sign up for a free account and get custom pricing, terms and innovative tools at arrownac.com/myarrow.
