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# **Bizo Systems Monitor**

## **Service Description**

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**Document Reference Information**

Authors / Group	Business Online Ltd
Release Date	23 <sup>rd</sup> November 2004
Revision	Version 1.1 Released 3 <sup>rd</sup> December 2004 Publish
Revision	Version 1.2 Released 18 <sup>th</sup> April 2005 Publish

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## 1. What is Bizo Systems Monitor?

Bizo Systems Monitor maintains vigilance over virtually all commonly used devices, operating systems and applications. Using Windows Agents, Syslogs and proprietary interfaces it collects, stores and reports key performance information. User-defined thresholds initiate a range of trigger notification options to alert your staff when your systems are at risk.

You need no hardware or technical expertise. All configuration, reporting and administrative functions are available online via the Bizo Control Panel; there is no need to set-up dedicated administration workstations.

The easy-to-use web-interface provides self-subscription and a consistent look and feel with other Bizo services.

Bizo Systems Monitor is fast and easy to deploy. With simple check-box configuration online you can start monitoring your servers, switches, and routers within minutes. Best-practice metrics and thresholds for many common systems are provided by default making it easier for customers with no in-house IT expertise to start using the service straight away.

A variety of pre-defined reports are available that cover all aspects of the monitored systems functionality. In complex environments it is easy to lose sight of the key issues among the large volumes of information generated by management systems. The Bizo Systems Monitor notification service allows your staff to focus on critical events only.

Some of the unique features of Bizo Systems Monitor include:

- Low cost subscription based pricing – no onsite equipment or technical expertise required.
- Reduce network and system downtime and performance degradation with early warning thresholds.
- Receive early warning notification from Bizo Control Panel, email or SMS texting.
- Rich reporting capability allows you to plan for capacity growth and expansion.
- Bizo Technical support monitors the services all day, every day.
- Bizo Control Panel provides easy configuration and policy management through web-based front end.
- Stay in control! You choose, and manage, the systems management policy for your business.

## 2. What are the benefits of Bizo Systems Monitor?

Business is caught between the need to ensure critical IT services are available and performing adequately and the high initial and ongoing cost for in-house Systems Management tools and expertise.

At the least it is important that a business has early warning of events that can crash your servers or render them unusable, such as:

- Available server disk space
- Available server memory
- Network Traffic utilisation

Bizo Systems Monitor allows you to maintain an automatic watchful eye on your system all day, every day, without having to invest in expensive, software, hardware, or technical expertise. The Bizo Systems Monitor is provided as a Per Device monthly subscription service. All you need is an Internet connection.

The benefits of using Bizo Systems Monitor for protecting your business include:

- No capital investment or expensive hardware needed.
- Low-cost pre-defined monthly charge with no hidden or unexpected support, maintenance or upgrade costs.
- Increase business productivity with Early Warning protection for your systems and network.
- Release technical resources from routine tasks.
- Plan for server and network capacity growth with the comprehensive online reporting via the Bizo Control Panel.
- Easy to Use - intuitive, user-friendly interface; administrator access to timely, live technical support.
- Stay in Charge – Your staff administrators can control every aspect of your systems management policy with configuration of performance, reporting and notification thresholds.
- No Technical Expertise Required – Bizo provides services for many businesses. We have built an enterprise-level infrastructure that most companies cannot afford to invest in. Bizo Systems Monitor is delivered with a quality of service that few organisations can enjoy:
  - Our services are monitored 24 hours a day, every day.
  - We keep spare parts on hand for rapid replacement in case of hardware issues.
  - All software updates and security patches are thoroughly tested in our testing environment before production deployment.

- Automated Intrusion Detection systems are active day and night to ease your worries.
- The Bizo Control Panel offers a sophisticated web-based interface to ease administration, without risk.

### 3. How does Bizo Systems Monitor work?

Bizo Systems Monitor is based on the integration of EMS-Global’s Cortex Manage™, and Microsoft Analysis Services, with the Cortex™ automated provisioning and reporting platform.

Bizo Systems Monitor is designed to be very simple to install and configure. From a standard Web Browser a customer can subscribe to the service and select the Internet-browsing access policy that you want to assign for your business.

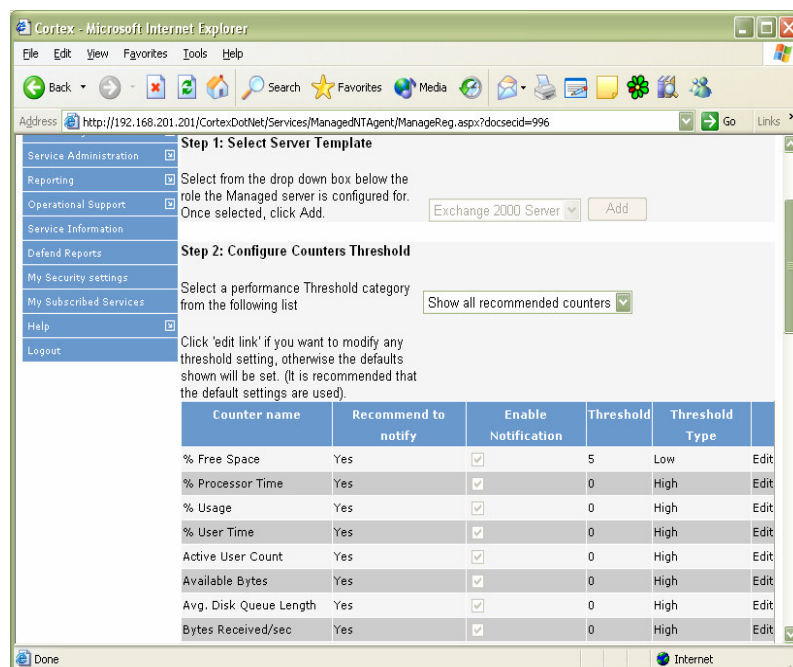
Customer-nominated administrators are also able to add, delete and manage the devices, operating systems and applications at any time. They can also view online reports that provide useful historical information on performance and availability. This information can be used to better help administrators understand how their internal systems and network are being used as well as being a source of valuable capacity planning information.

#### 3.1 Service Description

Bizo Systems Monitor consists of four parts: Web Configuration, Notification, Smart Agents and Reporting. These are described in further detail below.

##### 3.1.1 Web Configuration

Bizo Systems Monitor is configured via the Bizo Control Panel. A Device configuration wizard is provided with online help that allows you to configure a device for monitoring and notification with a few easy steps (see screen shot below).



The screenshot shows a web browser window titled "Cortex - Microsoft Internet Explorer" displaying the "Step 1: Select Server Template" configuration page. The page includes a navigation menu on the left with options like Service Administration, Reporting, Operational Support, Service Information, Defend Reports, My Security settings, My Subscribed Services, Help, and Logout. The main content area shows instructions for selecting a server template (e.g., Exchange 2000 Server) and configuring counter thresholds. A table lists various system counters with columns for Counter name, Recommend to notify, Enable Notification, Threshold, and Threshold Type.

Counter name	Recommend to notify	Enable Notification	Threshold	Threshold Type	
% Free Space	Yes	<input checked="" type="checkbox"/>	5	Low	Edit
% Processor Time	Yes	<input checked="" type="checkbox"/>	0	High	Edit
% Usage	Yes	<input checked="" type="checkbox"/>	0	High	Edit
% User Time	Yes	<input checked="" type="checkbox"/>	0	High	Edit
Active User Count	Yes	<input checked="" type="checkbox"/>	0	High	Edit
Available Bytes	Yes	<input checked="" type="checkbox"/>	0	High	Edit
Avg. Disk Queue Length	Yes	<input checked="" type="checkbox"/>	0	High	Edit
Bytes Received/sec	Yes	<input checked="" type="checkbox"/>	0	High	Edit

Delegated administration allows each staff member to focus on core activities. The permission system is very granular. Not only can you assign specific users rights to establish systems management policy and others read-only access but you can also assign rights to access individual reports and devices.

The online Bizo Control Panel interface ensures the monitored system's condition information can be accessed from any location by any device (Tablet PCs, handhelds etc) reducing incident response time.

### **3.1.2 Notification**

Each monitored device can be configured with a range of notification options which are triggered when the thresholds are exceeded. Notification methods are via the Bizo Control Panel itself, pager, SMS texting to mobile telephone, and email.

Alerts-based monitoring allows one staff member to control critical conditions for many devices, freeing up staff from routine low value log-checking jobs.

### **3.1.3 Smart Agents**

Once the customer administrator has established entered the devices to be monitored and configured thresholds the Smart Agents are automatically installed and the server is ready to collect data.

### **3.1.4 Reporting**

Reports are usually available in as little as 5 minutes after the device has been configured. The Bizo Systems Monitor includes a comprehensive selection of reports, from key indicators to complex historical data trends analysis, and offers many delivery options and formats.

The powerful reporting capability can be used to quickly pin-point and resolve potential problems before the business is adversely affected.

## **3.2 What's Included**

Bizo Systems Monitor includes:

- Service Activation
- Downloadable Smart Agents
- Technical Support
- 24 x 7 system monitoring, maintenance and upgrades
- Administration Guide
- Bizo Control Panel Access to Security Policy Administration and Online Reports

### 3.3 Policy Overview

Bizo Systems Monitor can support any number of system management policies, including combinations of rules and rule exceptions for alert exceptions of various severities and priorities.

When you first login to the Bizo Systems Monitor configuration page you have the option to install a default set of rules and rule Elements. The default set is recommended as a useful start.

These default rules constitute a “basic rule configuration” and are recommended as the minimum for a useful Bizo Systems Monitor configuration. It is entirely up to the customer administrator to choose to implement these rules. We encourage the administrator to make any desired adjustments, customisations or additions in order to gain the maximum benefit.

### 3.4 Using Group Policy Objects

For large organizations, automated installation via group policy objects can be performed, making roll-out to hundreds servers as easy as implementing any Microsoft application or service pack. The Agents start working automatically after installation and do not require individual ‘per-machine’ configuration.

### 3.5 Pre-Configured Thresholds

Bizo Systems Monitor includes pre-configured, best-practice thresholds to help systems administrators identify problems and issues requiring urgent attention or preventive maintenance immediately after installation of the product.

### 3.6 Reporting

Bizo Systems Monitor provides advanced flexibility and comprehensive levels of reporting.

Available reports include:

- Near-Real-time System Status

Bizo Control Panel allows the users of the Bizo Systems Monitor (a customer administrator) to maintain a bird’s eye view of the system. An easy to understand colour based representation provides the ability to monitor and see alarming occurrences for multiple devices

- Online Trend Reporting

Where more information is required for a particular device or incident, or for preventive maintenance, relevant trend information showing last the 24 hours of data is just one-click away.

- **Pre-Configured Reports**

Bizo Systems Monitor is provided pre-configured with a number of standard reports which are ready to use as soon as you subscribe to the service. The reports provide both general trends and more detailed information focused on identifying and preventing capacity issues, plus typical SLA compliance metrics.
- **Drill-down Reporting**

Leveraging the Microsoft Analysis Services, Bizo Systems Monitor Drill-down reporting allows quick and intuitive access to any piece of collected information, regardless on the size of the database or the number of devices being monitored.
- **Push Reporting**

This capability allows customers to subscribe to periodic reports rather than visiting the Bizo Control Panel web-site to download them, thus saving time and administration effort. Administrators can subscribe to both standard and customized reports. All reports are available in a variety of formats (pdf, csv, slk) and can include charts, tabular, textual data as well as customer-specific branding.

### **3.7 Keep Control of Your System Management Policy**

Although Bizo Systems Monitor is an out-sourced systems management solution you retain control over the selection and configuration of your management policy to suit your business, and you can modify and replace policy for device monitoring within seconds.

### **3.8 Integration with other Bizo services**

Bizo Systems Monitor is one of a number of Bizo services. For a total access security solution Bizo Systems Monitor integrates tightly with the other Bizo security services.

Once securely connected, you can enjoy the easy, secure and integrated gateway to a range of other Bizo services.

Bizo offers a variety of pre-packaged managed services from single subscription-based hosted services such as Business Messaging, to comprehensive and ready-to-deploy solutions for a wide range of business needs. Adding or deleting any additional services is an easy and template-driven process.

A significant value of Bizo Systems Monitor is the capability to seamlessly integrate with the other Bizo services.

The available Bizo service suites are described as follows. "Get Connected" is the Bizo network connectivity suite; "Get Secure" is the Bizo security suite, and the final section summarises the Bizo "Get Working" suite of business services.

A service description for each service is available for download from the Bizo website ([www.bizoservices.com](http://www.bizoservices.com)).

### **3.8.1 Get Connected**

- Bizo Internet

### **3.8.2 Get Secure**

- Bizo Defend Perimeter
- Bizo Defend End-Point
- Bizo Email Filter
- Bizo Web Filter
- Bizo Backup
- Bizo Systems Monitor

### **3.8.3 Get Working**

- Bizo Business Messaging
- Bizo Virtual Receptionist
- Bizo Payroll

## **3.9 Quality Assurance and Change Management**

Bizo operates a strict QA system to ensure compliance with the future objective of ISO quality accreditation. All policies and procedures are fully documented, recorded and controlled.

Quality is taken as individual responsibility throughout the organisation, from CEO downwards. Service changes are managed through strict adherence to the Bizo ITIL-based Change Management process.

## **3.10 Ongoing System Supervision and Performance Monitoring**

The Bizo Systems Monitor delivery environment is constantly monitored with custom designed software both internally and externally. All unusual data and performance statistics are subject to event-driven immediate human review.

## 4. Is Bizo Systems Monitor for you?

Bizo Systems Monitor is an essential protection service for any business that has servers, routers or switches that are important to the business. It is especially important for a business with any of the following criteria:

- You have no idea how much disk space is left on your servers.
- Network traffic and server performance seem to be degrading but you don't know when you should budget an upgrade.
- You have invested in an in-house systems management tool but it never seems to work and staff spend too much time maintaining it.
- You need to know more about your systems performance and availability but can't justify spending lots of money and time on an in-house system.

### 4.1 Could you do it yourself?

The advanced technology behind Bizo Systems Monitor is now protecting hundreds of servers across Australasia. While you could build and manage a similar infrastructure for your own business the effort and costs would be prohibitive. When evaluating DIY alternatives for managing a systems management policy for your ICT environment consider the following:

- Can you justify the upfront and ongoing capital cost for systems management servers and software, and every two or three years, more servers, more memory?
- Can you justify the resource required to maintain, support, and upgrade a system such as this?
- Are you better to put the money, effort and staff resource in growing your business?

## **5. What are Your Responsibilities?**

To make the most of Bizo Systems Monitor it is important that you familiarise yourself with the specific service requirements and the Bizo support and service policy and processes. The key customer responsibilities are described below.

### **5.1 Bizo Service Offer and Terms**

This document is the contract between Bizo and our customers for the provisioning and supply of Bizo services. Please read this carefully and discuss any questions with Bizo sales staff.

### **5.2 Download the Smart Agents**

All we need from you so that we can technically implement Bizo Systems Monitor is for you to configure and download the Smart Agent software according to the easy-to-follow instructions.

### **5.3 Acceptable Use Policy**

The Internet is a very large community of computer users. As with any community it is important that we work together and avoid harm to each other. Bizo has a standard Acceptable Use Policy which is published on our website ([www.bizoservices.com](http://www.bizoservices.com)). This policy details the ways in which the Bizo services must and must not be used. This policy helps safeguard Bizo customers and other Internet and network users.

### **5.4 Privacy Policy**

Bizo takes responsibility for looking after your information very seriously. The Bizo Privacy Policy is also published on our website ([www.bizoservices.com](http://www.bizoservices.com)) and describes our commitment to the privacy and security of your information.

### **5.5 Support**

Please report any service faults as soon as you can. In every likelihood our 24 x 7 monitoring service has already identified the fault and staff are working to remedy. You can contact the Bizo Support Desk by emailing or by phone, please see the website for access details.

Remember that if you don't let us know it is harder for us to help you.

You can subscribe to new Bizo services or additional features to existing services via the Bizo Control panel online interface.

### **5.6 Feedback**

Please let us know if we can improve our services, or if there are any new functions, features or services that would help your business.

## 6. Installing Bizo Systems Monitor

Once you have subscribed to one or more Bizo services they will be provisioned centrally by our support team. Following the completion of the provisioning process you will be contacted with details of login to the Bizo Control Panel.

The Bizo Control Panel offers access to Installation, Configuration, and Reporting information for all Bizo services.

All installation and configuration instructions are online, available from the Bizo Control Panel on our website ([www.bizoservices.com](http://www.bizoservices.com)).

## 7. Online Configuration of Bizo Systems Monitor

The Bizo Control Panel service configuration screens take you through the establishment and management of your security enforcement policy with simple step-by-step selection choices. The Bizo Control Panel allows you to complete a wide range of Service administration tasks for your staff.

Further configuration instructions are available as online help from the Bizo Control Panel on our website ([www.bizoservices.com](http://www.bizoservices.com)).

## 8. On-line Reporting

The Bizo Control Panel also offers access to Reporting information for all Bizo services. Simple step-through screens allow a range of simple reports to be viewed online.

## 9. Copyright Information

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