

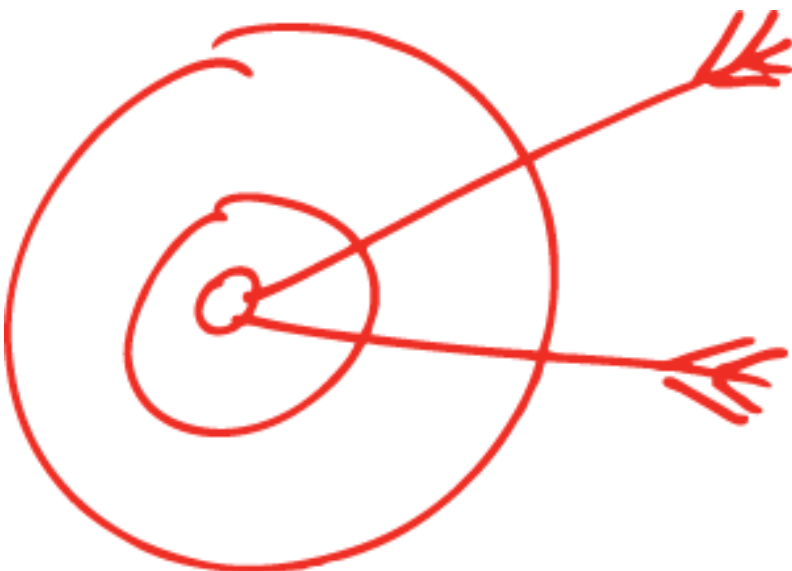
# nVisage: Zero Risk IT infrastructure monitoring and management

nVisage provides an integrated view of the performance of converged data, security and Datacentre infrastructure. Our approach delivers almost immediate ROI and eliminates all the risks of deploying a traditional network management product. A powerful monitoring and management application, nVisage is a key component of our managed services.

Developed “from the ground up” using a Software-as-a-Service (SaaS) architecture, nVisage is delivered securely via any standards-based browser, with no agents or on-site hardware or software required.

The capabilities of nVisage and delivery model provide significant benefits:

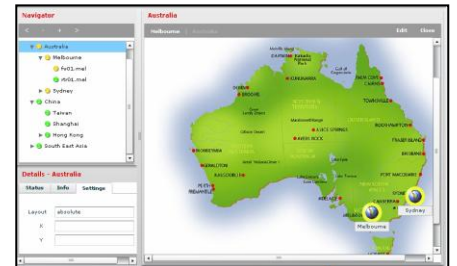
- **Visibility:** Complete visibility and transparency into your IT environment (very different from the “portal view” provided by traditional network management applications.)
- **Significant cost and risk reductions:** there are no costs associated with setting up new infrastructure or software, nor the often hidden costs of ongoing hardware support and software administration.
- **Reduced deployment times and fast transition:** This is especially relevant where customers are experiencing growth, geographic expansion or acquisitions that require new devices to be managed



# nVisage Features and Functionality

## User interface

- Home page summarises status of the network
  - Dashboard warning lights (viewable at all times)
  - Alert counters
  - Recent incident and change management cases
- Ability to “drill-down” from alerts to a specific issue and establish the root cause of a problem within seconds



## Configuration Management

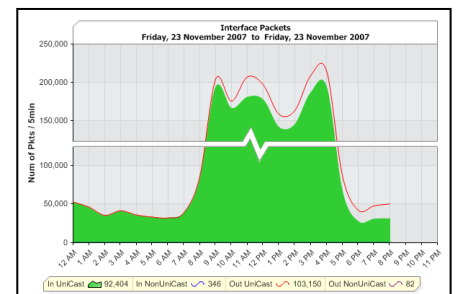
- Centralised CMDB for all configuration item information (asset details, contacts etc)
- Back-up of configurations for trouble-shooting or to restore config if device fails

## Incident Management

- Comprehensive real-time view of network via a Dashboard providing instant status of each infrastructure area
- Interactive network (topology) map shows status of devices (with drill-down capabilities) and lets users select their own map (for example, geographical maps, or floor plans).
- Sophisticated auto-notification engine enables contacts to receive an alert via SMS or email whenever an event occurs on a managed device or a ticket is opened:
  - SMS and email delivery options
  - Rules can be set to ensure staff only receive relevant alerts.

## Performance / Capacity Management

- Identify problems before they impact performance
- Graphs and statistics on an extensive range of device attributes, at a device level or by interface/component
- Flexible on-demand analysis:
  - View information over user-defined time period
  - Apply trending
  - Analyse data through user-selectable views
  - Exclude weekend or limit data to (user-definable) business hours



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Call 1800 453 454

## Reporting

- Powerful, on-line reporting tool to generate customised reports across any aspect of the IT infrastructure.
  - Across any device groupings (eg. all WAN interfaces) over any time period
  - Across any statistical information (eg. availability, latency, traffic utilisation, CPU/ memory)

## Service Desk

- Integrated ticketing functionality to manage incident, problems and change requests
  - Live Dashboard summarizing tickets by severity, SLA status and user/queue
  - Completely customizable ticket workflows and ticket notification engine
  - Extends visibility into the ticket lifecycle to customers.

