

Panacea Customer Services Division

Hawkeye is always watching!

Introducing Panacea's comprehensive monitoring & security services



*Leadership in Application
& Infrastructure Systems
Integration*

The 'nirvana' for most IT directors and systems managers is to predict software and hardware faults and to intervene before the situation deteriorates and disrupts vital business operations.

While significant investment has been made by some companies in agent-based monitoring systems, typically these have high entry costs and are unsuitable for many businesses.

Nevertheless, all IT teams must meet increased demands for successful reductions in downtime as well as greater numbers of users accessing systems and data - all with minimal cost!

Well, help is now at hand!

Panacea now offer its Hawkeye Management Service as part of its rapidly growing managed services business.

Hawkeye - features & benefits:

- Monitors Web & system performance - 24 x 7
- Monitors multi-platform environments
- Provides a rapidly deployable solution
- Provides early warning of performance problems with real-time alerts
- Automatically takes corrective action
- Enables easy administration.

Comprehensive!

Cost-effective!

Customer focussed!

Hawkeye. Comprehensive, affordable IT management for every business!

WHAT IS HAWKEYE?

Panacea's Hawkeye service is a unique combination of software functionality and high levels of service. It offers every type and size of business a facility to closely monitor servers, applications and databases to provide a rapid response should key parameters go out of range.

The main differentiator is that Hawkeye is an agentless service generally run remotely from our National Support Centre although it can be installed onto a customer site as an option. Being agentless, it does not need any software to be installed on the monitored device itself. Many users find agent-based systems can degrade performance or even manifest themselves as the cause of problems.

And there's more... Hawkeye is not just a hardware monitoring service.

Optional services include:

- Standard server monitoring such as RAM, disk, CPU and many more features
- Web server monitoring including individual URLs and links
- Monitoring of any network device
- Windows, UNIX and Citrix based systems
- Monitoring of discreet Windows processes to ensure key events take place such as backups, overnight batch processes or reports
- Integration into Enterprise Management Systems as SNMP traps
- Oracle, DB2 and SQL server databases

HOW DOES HAWKEYE WORK?

The Panacea response team will be alerted to any out of range activities or actual faults and will respond within the agreed service levels.

This may even include restarting the processes out of hours to ensure your business remains fully operational.

IS HAWKEYE A FLEXIBLE SOLUTION?

When not alerting, Hawkeye is constantly storing data to enable a variety of logs and reports to be generated. These may be used for identifying trends or even opportunities to promote changes to working practices or to distribute the load on your servers more efficiently.

HOW DOES HAWKEYE ADDRESS SECURITY?

The Hawkeye service also helps you to manage your security issues:

- Intrusion detection & security reporting
- Internal security detection via failed logons
- Detection of network security vulnerabilities
- Evaluation of software inconsistencies including service pack management
- Push forward of service pack updates via agreed change controls

HOW HOW MUCH DOES HAWKEYE COST?

Panacea's Hawkeye service is a unique combination of software functionality and high levels of service that is only available to Panacea customers.

The standard service for a single server can start from a lot less than you think with a minimum commitment of one year. Significant discounts apply to monitoring of a large number of servers and applications.

WHO DO I CONTACT FOR MORE INFORMATION?

To find out more please contact your account manager or our Hawkeye Product Manager, **Tracy Banks**. Telephone 01256 30 50 00 or e-mail tbanks@panacea.co.uk.



Monitor. Alert. React!
Hawkeye from Panacea