



## OLYMPIC Alerts Watch & Manage

**O**lympic Alerts Watch and Manage remote monitoring is a powerful, affordable and flexible web based device manager with which IT departments can resolve disruption issues and maintain daily systems performance. Olympic Alerts reduces call handling time and increases the frequency at which initial service calls are closed.

**Our technology is a proven way for channel partners to find and increase significant returns on remote monitoring.**

Increased complexity within the multi-vendor environment means IT support administrators look to invest in technologies that will streamline problem diagnosis and resolution. Olympic Alerts remote monitoring can have significant impacts as IT departments make demands to cut budgets, improve productivity and control costs. It provides VARs with opportunity to raise the value on superior end user support and maintenance.

**Olympic Server Database** - hosting tasks, components, profiles and other user information by dynamic web service communication with the Olympic Community Agent and Olympic Community Server Manager.

**Olympic Community Agent** - is installed on the device to be managed and displays tasks allotted to that device, which can be configured and updated remotely.

**Olympic Community Server Manager** - is web based console and is used to control all activity within the Olympic Alerts framework and enables administrators to control the system through any web browser.

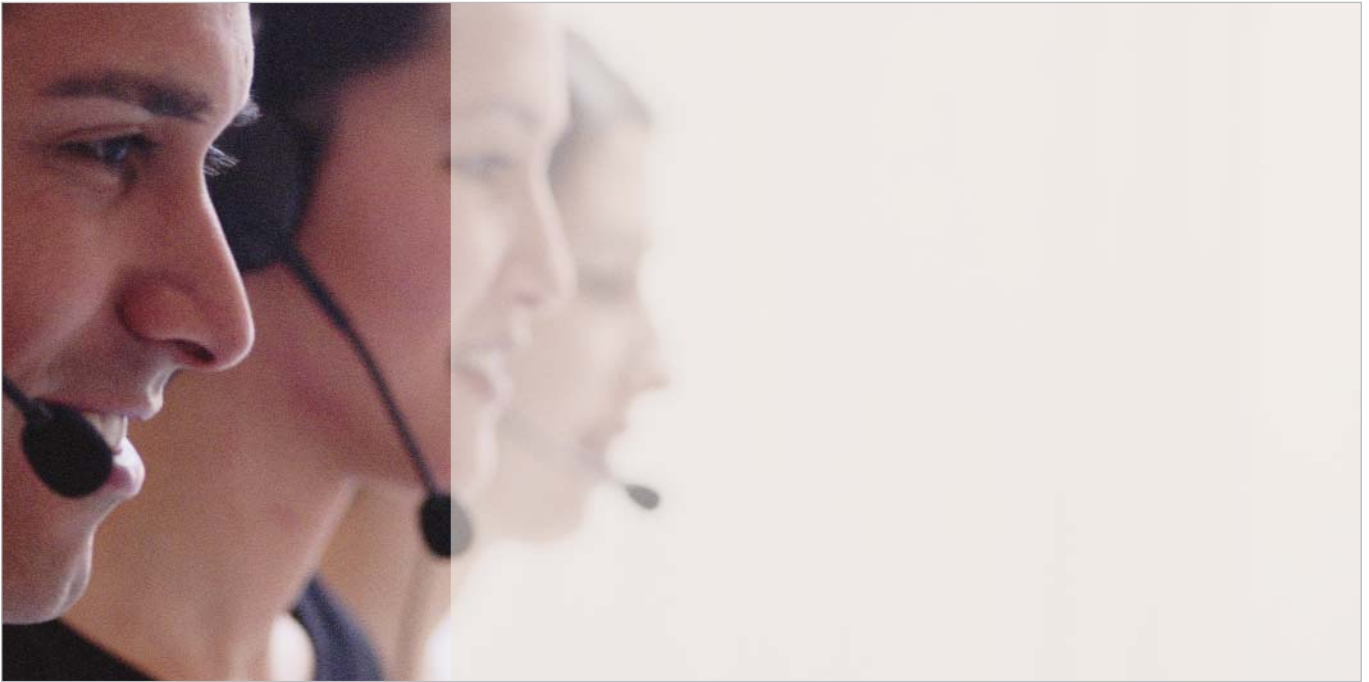
### **Keeping down costs of basic support levels**

Managing the cost of multi vendor support and maintenance is important particularly older kit or lower service levels. Channel partners can help prioritise support spend and make an honest assessment of the right fit for mission critical operations and deliver Olympic Alerts as inexpensive but comprehensive suite of support management and diagnostics for less important systems.

Olympic Alerts reduces the amount of network issues IT departments have to deal with, saving them vital resources and time.

“We have it covered”





**Olympic Alerts is a completely flexible monitoring system that allows administrators to customize device event notifications to immediately log critical usage.**

- Show Event Logs/Analysis Screen Shots
- Views Alarms by Cluster/Route
- Drill down for device status details
- Graph and compare data over any time period.
- Event Notification
- View alarms by Business Group/Route
- Drill down for device status details
- Graph and compare alarm data over time
- Active Discovery Reducing disruption
- Device & Route Monitoring
- Monitor virtual servers and workstations
- Set user-configurable alarms and thresholds
- Extends the life of existing devices
- Support previously un-supported machines
- Needs no new hardware or software

### **OLYMPIC Alerts Watch and Manage at a Glance**

Pro-actively monitor real-time events, detect and report any disruption on any or devices across the network.
Links to Supportal to produce dynamic reports quickly and easily. (System Health, Ticket Reports, Performance Reports)
The complete, ongoing health-check of all devices and auditing of assets across every network.
Frees up resources by automating common scheduled tasks, create and deploy custom scripts, configure alarms for instant notification and rollout software with a single action.
Create and monitor device clusters to see instantly which area needs attention
Web based administration access from anywhere and at anytime
Priced to be cost-effective for every network device.
Energy efficiency deployment of automatic shut down of any and all machines.
Integrates seamlessly with Olympic Support packages and other network solutions for complete system maintenance.

### **Olympic Support plus Watch and Manage**

Leaders in independent multi-vendor enterprise support, our service levels demonstrate a true commitment to real added value for our channel partners, bringing more reliability, more coverage and more service to limited 3rd party maintenance budgets.

