

# MONITORIT

A comprehensive on-going healthcheck for servers and Internet connections

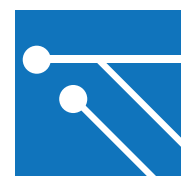
*“We used 100 Percent IT’s MonitorIT service to discover the cause of problems in a bonding solution we have on our own lines. Two of the lines had higher latency than the others, and all of them demonstrated high packet loss, which made the connection feel very slow. The MonitorIT graphs helped identify where the faults were and enabled a resolution.”*

FaIT UK

## At a glance

100 Percent IT has developed a monitoring platform that automatically checks and records the health of servers and internet lines.

[See over for details](#)



**100%IT**

# MONITORIT

## The problems

- You have a problem with networking hardware, servers or your lines; you need to identify the fault and where it is located
- You want to ensure maximum uptime by keeping track of the health of your line
- You want a precise understanding of your bandwidth usage patterns, so that you can plan future IT investments accordingly

## The MonitorIT solution

100 Percent IT has developed a monitoring platform that automatically checks and records the health of servers and internet lines.

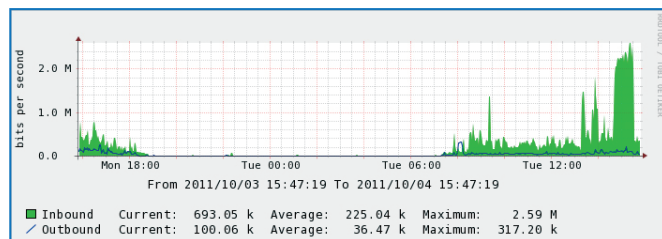
- Hardware is probed every few seconds and if it doesn't respond to several requests an automatic email alert is sent to the nominated contact.
- For lines, it monitors the amount of bandwidth being transferred in either direction, the latency (time taken for information to travel over the line and back again), and the packet loss (any data that is dropped by the line). These results are graphed over time to generate a picture of how the line is performing.

## Who needs MonitorIT and why?

- Businesses who want to proactively monitor their network and plan future upgrades based on evidence of past usage, so they can ensure they have the resources they need
- Customers who want reassurance that line or hardware issues can be quickly identified and resolved so that they can concentrate on their business
- ISPs who lack in-house technical expertise but want to offer their clients a robust solution

## Proactive support

The alerting system informs us about any issues that occur, so we may know about a problem before you do. For example, a client in London has a leased line which sent us an automatic 'down' alert. We called the client – who hadn't been aware of any issue before we called – and helped them diagnose a partial power cut that had affected their comms room.



Bandwidth used over time. Green is download, blue is upload.

## The business case for MonitorIT

You need to be confident that your IT equipment is running at maximum performance to ensure you get the full return from your investment. Delays caused by line problems or faulty hardware can hit business productivity and ultimately your company's profitability. MonitorIT enables you to keep tabs on your vital IT infrastructure so you can quickly troubleshoot problems when they occur – and because it functions automatically in the background, you are free to concentrate on your core business.

## Line monitoring

The line monitoring system generates graphs showing how a line is performing. This information can be used to diagnose faults and advise on your company's potential future requirements, based on the predicted usage patterns.

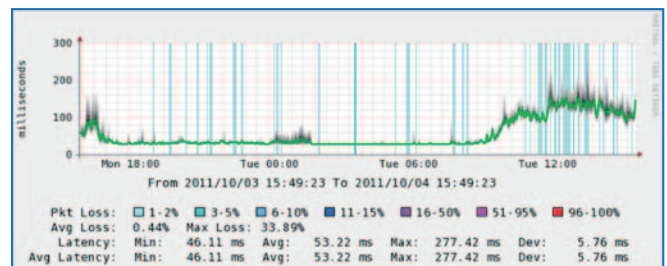
If you are suddenly using a lot of bandwidth this could be caused by a virus or unwanted software on your network. This could mean that your network has been exploited and might prevent the availability of your Internet resource for business use. A quick check of the monitoring software will indicate what the problem is, enabling you to begin removing the malicious code.

Likewise if a line develops packet loss or increased latency, you will experience a deterioration in speed. Checking the monitoring system will help you identify the cause of the problem and enable the line fault to be investigated by the provider.

We provide access to a dedicated website so that you can see the picture for your products in real time. 100 Percent IT uses MonitorIT for our own network and the lines we provide, and it can also be used to monitor independent lines and equipment.

## Hardware monitoring

The hardware monitoring system checks every few seconds to see if hardware (such as servers, routers and virtual servers) is responding to requests. This checks that the hardware would respond to users. If 5 or more checks are missed, the system automatically alerts the nominated contact and updates the graphical interface. This proactive monitoring of hardware means that any faults are identified early and resolution can begin promptly.



Packet loss. Blue bars indicate periods with light packet loss.

For more information visit [www.100percentit.com](http://www.100percentit.com)

