



ObjectMatrix

## Remote Monitoring

Keeping Your MatrixStore Management Free

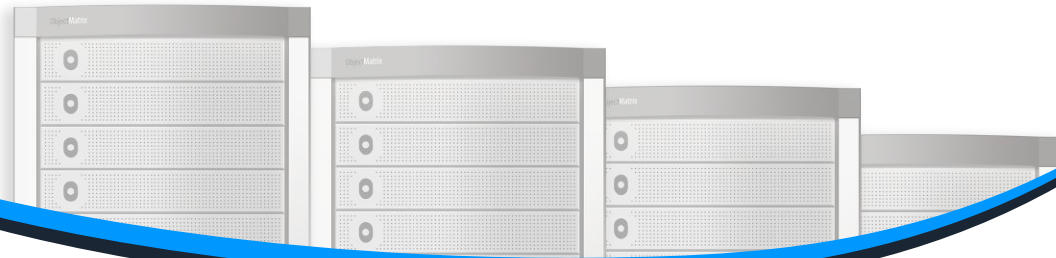
Object Matrix Ltd

Experts in Digital Content Governance & Object Storage

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## Overview

### Why Have Remote Monitoring?

- Object Matrix Notified of Critical Alarms
- Also notified of minor alarms such as “a HDD needs replacing”

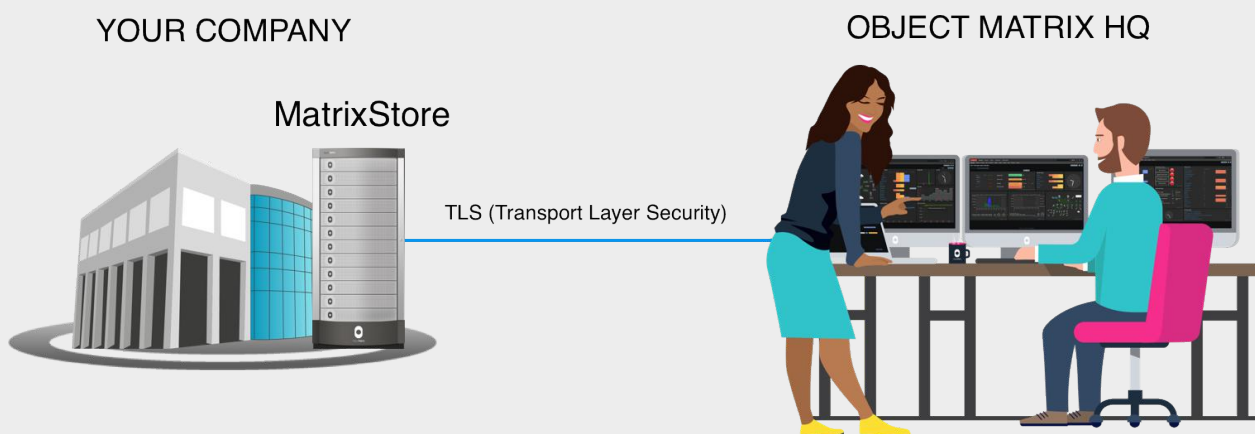
*Receive the replacement part before you even knew you needed it!*

- Removes the time lag of raising some support cases
- Also allows us to see certain performance monitoring stats

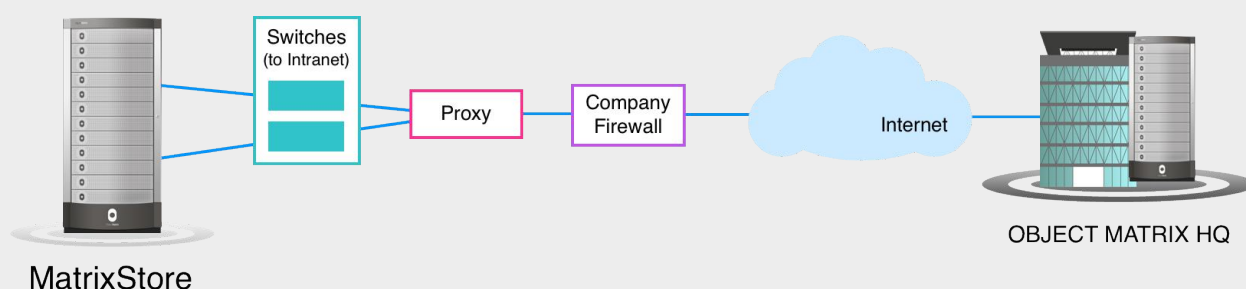
*“Could you replace the cable in your switch - it’s affecting your system performance”*

## How does it work?

Messages are sent from an onsite proxy installed in a separate server\* (see next page).



For security and ease of firewall management, the messages are sent via encrypted TLS ports only - uses PSK encryption. Traffic is on port 10051 (which often requires no firewall changes).



Proxy is either installed on a VM on company equipment or on a separate box provided to you. The Proxy monitors the MatrixStore, gathering key information and sending it to OM HQ.

**Requires:** L3 IPv4 information to allow access the external cluster network + the Proxy to access the internet.

## Service description

### Proxy

- Collects SNMP traps from the MatrixStore server + simple TCP checks data ports, service ports  
Sends data via web traffic over encrypted TLS
- Retain information on a centralised server to provide statistics about monitored services on request (eg. SLA )
- Generates alerts for the OM support team and designated customer contact when a service enters a warning status, fails and when a recovers

### Monitoring

- Object Matrix HQ
- OM can see a monitoring dashboard
- Alarms (SMS, email etc) can be set
- Alarms can be sent to customers if desired
- Monitoring is during SLA hours



## Cost

- OM remote monitoring server configured for usage: £2,000 / €2,500 / \$2,600 \*
- OM remote monitoring annual fee: £2,000 / €2,400 / \$2,600 per cluster
- SLA availability report: £300 / €350 / \$400

\* if installed on a VM on a customer supplied device, a 1 day charge for installation may be applied.

## Contact Us

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## Object Matrix Ltd

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