Qnetix Enterprise Monitoring

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Executive Summary

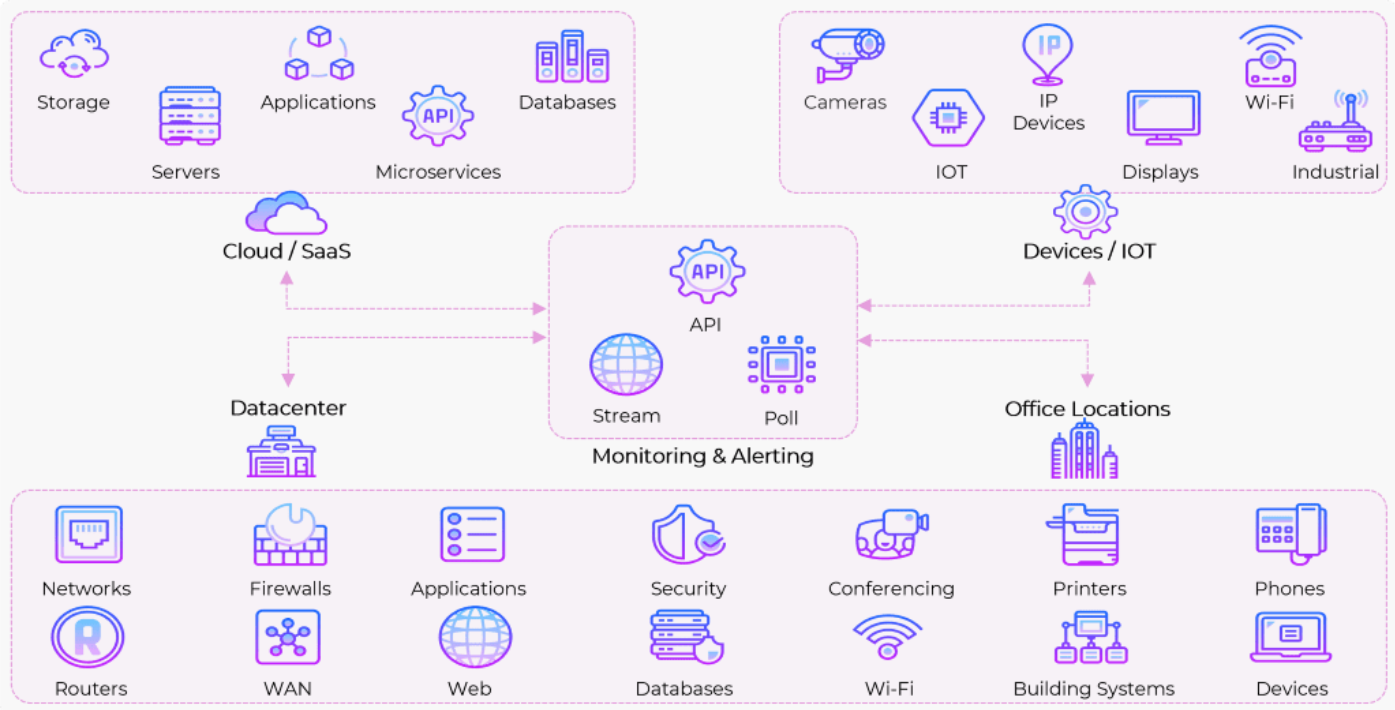
Qnetix Enterprise Monitoring is a unified monitoring and alerting Solution that brings metrics, logs, events, dashboards, and historical insights together. It is built for enterprise scale and can be delivered as a fully managed SaaS Solution or self-hosted in your data centre or cloud. It provides visibility across cloud, server, network, container, IoT, VMware, and log environments, enabling teams to detect issues early, reduce downtime, and improve service reliability.

Business Benefits

- ✓ Single-pane-of-glass visibility across the entire technology estate
- ✓ Faster detection and resolution of issues through intelligent alerting and root cause analysis
- ✓ Reduced operational overhead by consolidating tools and automating monitoring tasks
- ✓ Scales from small estates to large, distributed environments
- ✓ Strong security controls and data sovereignty support for UK requirements
- ✓ Improved service availability and customer experience through proactive monitoring

Problems Solved

- ✓ Fragmented monitoring tools that obscure end-to-end service health
- ✓ Limited visibility across cloud, on-premises, and hybrid environments
- ✓ Slow incident response caused by alert noise and unclear root cause
- ✓ Manual onboarding and configuration of monitoring endpoints
- ✓ Limited operational insight into business service health and SLAs



Monitor Anything

Cloud	Infrastructure	Data	Security	Monitoring
Modernise	Consolidate	Accelerate	Protect	Optimise

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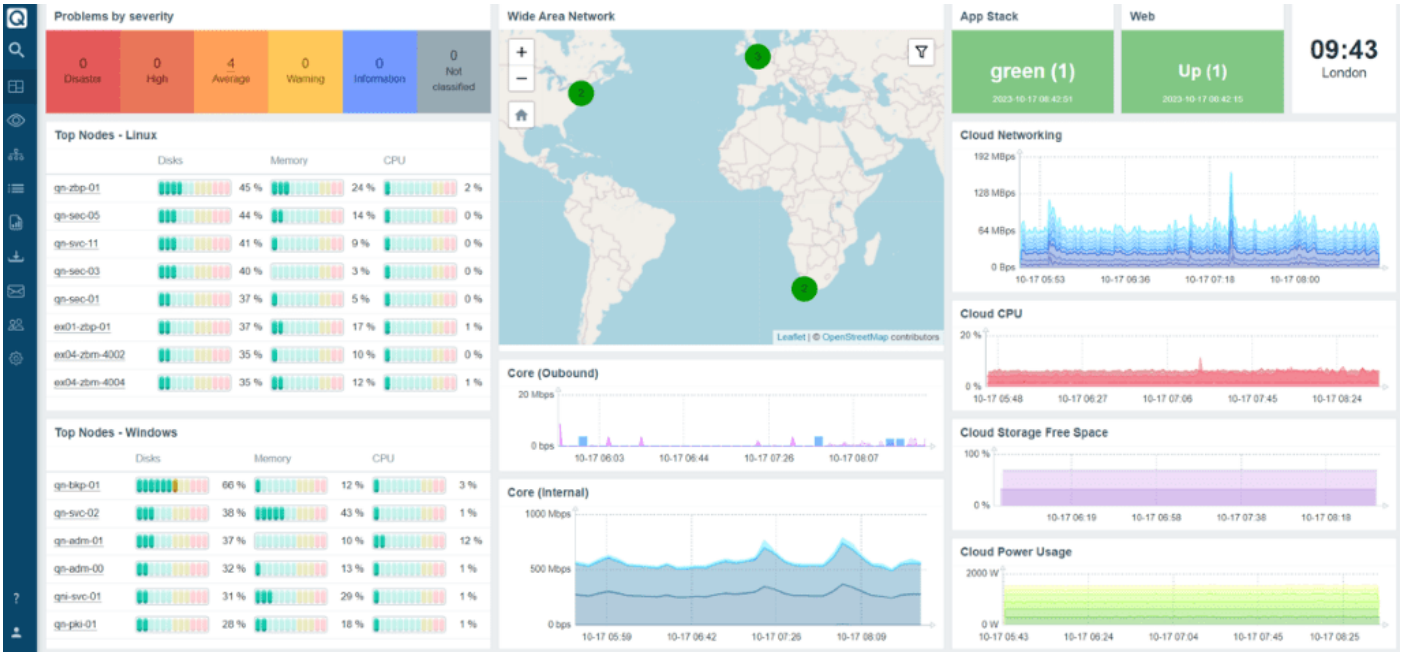
Technical Leader Summary

Qnetix Enterprise Monitoring combines automated discovery, flexible data collection, and rich visualisation into a single platform. It supports agent and agentless monitoring, a broad range of protocols, and integration with third-party systems. The Solution can be deployed as managed SaaS or self-hosted, with secure connectivity, role-based access control, and scalable architecture for distributed environments.



Overview

Qnetix Enterprise Monitoring consolidates monitoring, alerting, and visualisation into one Solution. It supports cloud, servers, networks, applications, databases, containers, IoT devices, and logs with a consistent view of service health. The Solution combines automated discovery, pre-built templates, dashboards, maps, and reporting to speed up onboarding and keep stakeholders aligned. It can run as a managed SaaS Solution or be deployed in your data centre or cloud with Qnetix support, with strong security controls, role-based access, and data sovereignty options.

Platform Overview

The Solution is based on the Zabbix platform, a universal open-source observability Solution for IT and OT environments. It supports on-premises and cloud deployment models and delivers a unified view of operational health with dashboards, maps, and reports.

Cloud Monitoring

Agentless, platform-agnostic cloud monitoring automatically discovers cloud infrastructure and starts monitoring without additional software. It supports major cloud providers including AWS and Azure and collects performance and availability metrics across cloud services.

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Network Monitoring

Network monitoring collects and analyses network traffic and device health data. It can poll devices or receive traps, track availability, CPU, memory, power supply status, temperature, and fan states, and alert on spikes, errors, packet loss, or ping loss.

Server Monitoring

Server monitoring covers physical, virtual, container, and cloud servers using agent and agentless methods. It supports Windows and Unix-like environments, tracking CPU, memory, storage, IPMI sensors, S.M.A.R.T. attributes, logs, reachability, and uptime.

IoT Monitoring

IoT monitoring collects sensor and device data across distributed environments. It supports MQTT for gateway-based IoT and LoRaWAN integration, and can connect to any MQTT broker.

VMware Monitoring

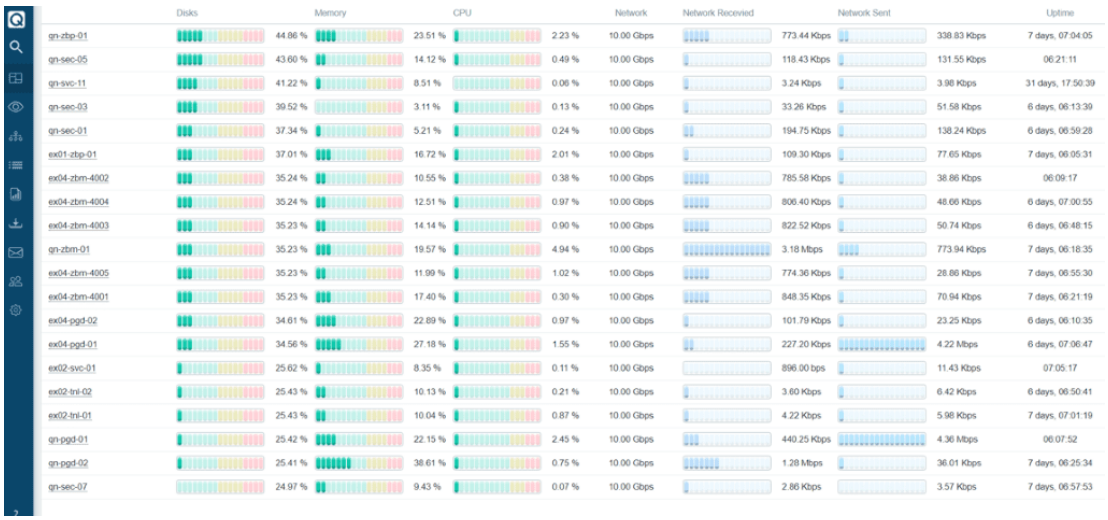
VMware monitoring tracks resource usage and statuses, reacts to vCenter alarms, and monitors service event logs to keep virtual estates visible and stable.

Container Monitoring

Container monitoring covers Docker and Kubernetes. It discovers containers, images, and resource usage, and uses an official template and Helm chart to monitor Kubernetes clusters and nodes. It can forward events to data pipelines and message brokers.

Log Monitoring

Log monitoring collects, filters, and analyses operating system, application, and security logs. It supports pattern matching and timestamps, counts matching entries over time, handles log rotation, and monitors Windows event logs.



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Features

Metric Collection

Collect metrics from virtually any source, including networks, cloud services, containers, virtual machines, logs, databases, applications, services, IoT sensors, web pages, and external APIs.

- ✓ Support push and pull methods with high-frequency polling down to one second
- ✓ Accept numeric, text, binary, and structured formats such as JSON, XML, and CSV
- ✓ Monitor log files and Windows event logs alongside metrics
- ✓ Transform and normalise data using preprocessing, regular expressions, JSONPath, XPath, and JavaScript

Problem Detection

Detect issues in real time with smart thresholds, separate problem and recovery conditions, and multiple severity levels.

- ✓ Correlate events for root cause analysis and reduce alert noise
- ✓ Use anomaly detection and trend prediction to spot risks early
- ✓ Apply tags for smarter alerting and event classification
- ✓ Export detected problems to third-party systems when required

Alerting

Deliver alerts through multiple channels, including alerting systems, email, SMS, collaboration tools, and webhooks.

- ✓ Use escalation scenarios and working hours to manage response
- ✓ Trigger automated remediation with scripts and commands

Data Visualisation

Create dashboards, graphs, geo maps, and infrastructure maps to communicate service health and trends.

- ✓ Use widget-based dashboards with drag-and-drop layout
- ✓ Generate scheduled PDF reports for regular updates
- ✓ Extend dashboards with custom widgets and branding

Single Pane of Glass

Provide a unified operational view with widget-based dashboards and map hierarchies.

- ✓ Build multi-page dashboards with auto-refresh and reusable layouts
- ✓ Navigate using map hierarchies and link related elements
- ✓ Support multi-tenancy with isolated views and permissions

Business Monitoring

Model business services and SLAs using service trees and component status logic.

- ✓ Define service weights and calculation rules to reflect business impact
- ✓ Monitor business service availability and SLA performance over time

- ✓ Support multi-tenant service views with role-based permissions

Integrations

Integrate with third-party tools using templates, webhooks, and a documented API.

- ✓ Forward alerts to ITSM, ticketing, and messaging systems
- ✓ Stream metrics and events over HTTP to message brokers and data pipelines
- ✓ Export detected problems to external systems for analysis

Security

Secure communications with TLS and enforce granular user roles and permissions.

- ✓ Support certificate or pre-shared key encryption between components
- ✓ Integrate with enterprise authentication using HTTP, LDAP, and SAML
- ✓ Enable multi-factor authentication for stronger access control
- ✓ Protect secrets in an external vault and restrict data access

Deployment

Rapid deployment options include packages, containers, and cloud images, plus guided host creation.

- ✓ Use out-of-the-box templates to speed up onboarding
- ✓ Discover devices and services automatically and apply templates
- ✓ Use guided deployment to configure hosts and thresholds step by step
- ✓ Automate onboarding and offboarding with discovery rules

Scalability

Scale across distributed environments using proxies, load balancing, and high availability.

- ✓ Collect metrics from remote locations using distributed monitoring
- ✓ Add proxies to scale up metric collection
- ✓ Apply data retention policies for long-term trend analysis

Benefits

- ✓ Unified monitoring of infrastructure, services, and logs
- ✓ Faster onboarding and consistent configuration through templates
- ✓ Reduced alert noise and quicker incident response
- ✓ Better service visibility with dashboards, maps, and reports
- ✓ Secure, scalable architecture for enterprise operations
- ✓ Flexible deployment options to meet operational and compliance needs

Building your own versus using our service

Do-it-yourself can be expensive

Self-hosted monitoring requires significant effort in infrastructure, configuration, and ongoing support. Our team has done the heavy lifting, and we handle all optimisation, scaling, and security for you, either as part of our shared platform or as dedicated instances.

Monitoring gets complicated

Your applications and systems have many metrics to monitor, which can be overwhelming. The added burden of keeping the monitoring platform stable, secure, and up to date often means companies end up with near-dedicated staff for monitoring. We provide a dedicated engineering team and scalable, secure platforms so your monitoring just works.

Open source with expert support

Using proprietary monitoring systems often leads to vendor lock-in or multiple systems that require constant integration. Our Solution is fully tested and supported, so teams can analyse shareable information and metrics, create custom time-series metrics, and receive responsive alerting with reliable support.

Tailored support and precision

Every business has its own monitoring challenges. Our team works closely with you, offering tailored support to ensure your monitoring environment is fine-tuned to your specific needs. From initial setup to advanced configurations, we're here to get things right.

Optional fully managed monitoring

We also offer bespoke, fully managed monitoring services. With deep expertise and a commitment to excellence, we simplify monitoring. Our tools, processes, and platform capabilities, combined with a focus on customer success, help you get the most from your monitoring Solution.

Secure turnkey hosting

We offer a complete turnkey Solution including hosting with security built in from the ground up.

- ✓ UK data centre facilities that comply with strict security and operational standards
- ✓ Enterprise tier-1, redundant systems for high availability
- ✓ Multiple authentication methods available, including OpenLDAP and Active Directory
- ✓ No data is shared or transferred to external third parties

UK Hosting Facility

Service Delivery

The sections below describe the typical onboarding and support journey for Qnetix services. Each service is tailored to your scope, change windows, and operational priorities.

Onboarding and Setup

Onboarding is designed to be fast, low risk, and fully managed by Qnetix. You provide authorised contacts and access requirements, and we handle provisioning, configuration, validation, and documentation handover. Training is included where required. Standard onboarding and offboarding are included at no cost, with additional onboarding support available at a pre agreed rate.

Typical onboarding phases include:

- ✓ Discovery and requirements validation
- ✓ Access provisioning and security alignment
- ✓ Service configuration and integration
- ✓ Testing, validation, and acceptance
- ✓ Go live and handover into steady state

The timeline is agreed with each customer and aligned to change windows and delivery priorities.

Ongoing Delivery and Support

Support is provided through email and online ticketing with clear priority-based response times:

- ✓ P1 (Critical - Service down or severely impacted): Within 4 hours
- ✓ P2 (High - Significant functionality impaired): Within 8 hours

- ✓ P3 (Medium - Minor functionality issue): Within 2 business days
- ✓ P4 (Low - General inquiry or enhancement request): Within 3 business days

Customers can set and adjust ticket priority and track status through the full lifecycle.

Proactive service management includes monitoring, patching, planned maintenance, and continuous improvement. We operate ITIL aligned practices for incident, problem, request, change, and capacity management to keep services secure, stable, and optimised.

Reporting and Reviews

Quarterly reporting and service reviews provide visibility and accountability. Reports cover:

- ✓ SLA performance and uptime
- ✓ Incident and change summaries
- ✓ Usage and capacity trends
- ✓ Risk, compliance, and improvement actions

Reviews focus on performance, planned improvements, and roadmap alignment with agreed action tracking and follow ups.

Account Management

Each customer is assigned:

- ✓ A Technical Account Manager for service oversight, escalation, and governance
- ✓ A Principal Engineer for technical assurance, troubleshooting, and optimisation

Formal service reviews are quarterly, with ad-hoc check ins available as required. Governance aligns to ITIL principles, including service level management, change enablement, and capacity planning.

Security and Compliance

Security and compliance are delivered through a structured governance model with a dedicated security team responsible for operations, certifications, and internal audit. The Qnetix security team report directly to the Qnetix Managing Director. Documented policies include Access Control, Audit and Accountability, Configuration Management, Contingency Planning, Identification and Authentication, Information Security, Information Technology, Personnel Security, Physical and Environmental Security, Risk Assessment, System and Information Integrity, Vendor Management, and Business Continuity.

Services are designed for resilience using a multi data centre architecture. Customer systems can be replicated across separate data centres or cloud locations to remove single points of failure, enabling automatic failover and continued availability in the event of hardware, network, or site incidents. Additional architectural and resilience details are available on request.

Security and compliance activities are agreed on a case-by-case basis to align with customer requirements and sector obligations.

About Qnetix

Qnetix is an outcome driven IT managed service provider supporting startups, growing businesses and the UK public sector. We operate as an extension of leadership and technical teams, delivering measurable outcomes through technology innovation, structured runbooks, governance, and accountable service delivery.

Our mission is to improve customer operations with reliable, secure, and cost efficient services backed by UK based support. Our values are trusted, expert, and outcome driven.

We provide end to end IT services that scale with your business, including hosting, multi cloud and private cloud services, security and compliance, DevOps and DevSecOps, Kubernetes, observability and monitoring, end user support, SaaS applications, and AI systems management. We use AI to supplement engineering delivery and operate management systems that oversee service quality and risk.

Customers choose Qnetix for predictable delivery and clear governance, with a dedicated UK lead architect on every engagement and flexible commercial models, including outcome based contracts. We provide a 24x7 command centre, ISO aligned governance, and a global talent pool backed by strong vendor relationships. Rapid onboarding and continuous optimisation help customers move quickly while staying secure and compliant.