



SMART SERVICES

Infrastructure Monitoring as a Service

Service Definition Document



Secure



Manageable



Agile



Responsible



Technology

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Infrastructure Monitoring as a Service

In a digital landscape with ever-expanding IT infrastructure, there's a pressing need for unified, efficient monitoring across hybrid environments including dynamic alerting, root cause identification, swift deployment, and avoiding tool clutter. By consolidating observability, harnessing AI-powered insights, and refining configurations, XMA can help IT teams proactively tackle potential challenges before they arise.

With XMA's Infrastructure Monitoring as a Service, you can offload some or all the monitoring of your crucial in-house and cloud-based data centre technologies and applications. From servers to network equipment to computers, cloud, applications and everything in-between, all your devices and services are automatically monitored using scalable, agentless collectors.

Service Features

Central to our Infrastructure Monitoring as a Service (IMaaS) offering is the use of the cloud based, enterprise class monitoring and reporting tool, LogicMonitor. We have selected this platform as it provides a single, analytics-driven solution enabling real-time monitoring of all relevant services and infrastructure availability.

LogicMonitor delivers extensive visibility of infrastructure environments providing a unified view of health and performance. It can be used to monitor resource utilisation, network usage/performance, and any other infrastructure metrics (both critical and informational) as required. XMA's IMaaS includes the following service features:

- Intelligent alerting with dynamic thresholds,
- Dynamic topology mapping,
- Automated deployment and configuration,
- Instant and enhanced visibility into cloud resources,
- Pre-built and customisable dashboards,
- 2,000+ monitoring and technology integrations,
- Synthetic transactions mimicking user and system behaviour,
- Optimise Spend and Increase ROI.

Solution Overview

Our enterprise class, monitoring and reporting platform, LogicMonitor, provides a single analytics-driven solution, enabling real-time monitoring of all relevant services and infrastructure availability.

LogicMonitor's cloud-based collectors automatically detect, monitor, and alert on your entire IT infrastructure. With automated discovery of all resources, you'll have visibility across all cloud, hybrid and on-premises environments in just minutes. Leave the manual configuration and expensive hardware behind and step into the future of observable infrastructure monitoring.

Intelligent Alerting

LogicMonitor provides extensive visibility into hybrid infrastructure environments. With 2,000+ monitoring integrations built-in, we help eliminate tool sprawl and context switching with a unified, single pane of glass view of infrastructure health and performance. Monitor resource utilisation, network usage and performance, and other critical infrastructure metrics with support for:

- Networks and networking gear,
- Cloud and container resources,
- Servers, storage, and databases,
- Websites and synthetic transactions,
- SaaS services essential for remote work,
- Applications, IOT devices, and more.

Dynamic Topology Mapping

LogicMonitor's topology mapping allows you to discover, map and visualise networking, server, compute, and virtualisation resources.

- Dynamically generate topology maps that show how data flows among complex resources,
- See alerts within your infrastructure on a topology map to streamline troubleshooting and reduce MTTR,
- Pinpoint anomalies that occur for a monitored resource and compare that anomaly to key historical signals.

Automate Deployment and Configuration

The most manual and time-consuming process of most monitoring systems today is in configuring the monitoring tool. With XMA's IMaaS using LogicMonitor, we automate device configuration to ensure optimal health and performance for your business with as few resources as possible.

Lightweight, agentless collectors automatically discover your entire IT infrastructure without the heavy lifting or expensive hardware. Within minutes, we'll have the monitoring, alerting, and graphing you need to maintain and optimise infrastructure performance. As resources are automatically discovered and added to LogicMonitor, you'll have the certainty that your monitoring platform will scale as fast as you do.

Service Scope

XMA will provide LogicMonitor integration for your organisation, deploying lightweight collectors to your infrastructure and workloads and tuning as well as the setup of dashboards for each type of workload.

LogicMonitor will be deployed to monitor all agreed network connections and infrastructure devices, providing deep analytics and insights into availability, usage levels and speed. Additionally, LogicMonitor uses over 2,000 monitoring templates and pre-built "LogicModules" as standard, meaning that if a metric exists then it can be monitored and reported on. This also ensures that the monitoring platform is future proofed should the make/model of the network devices change over time.

XMA's standard IMaaS will include the following activities:

- **Service Status Checks:** Monitoring the status of vital network services to detect and address issues in a timely manner before they cause disruption.
- **Infrastructure Health:** Regular assessments of network infrastructure, examining usage and capacity, logging and event monitoring, service availability and other key parameters to identify and resolve issues.

AI-powered monitoring enables our teams to move from reactive troubleshooting to proactive issue prevention, automatically surfacing issues that can impact performance. Detect anomalies across your infrastructure stack and forecast resource utilisation to ensure business-critical services stay online.

Service Performance

XMA will triage all alerts and escalate to the relevant customer resolver group.

Service Management

When you choose XMA to provide IMaaS services to your users you will be aligned with a Service Delivery Manager (SDM). A role unique to us, the SDM will act as your primary point of contact holding all the responsibilities traditionally associated with a Service Delivery Manager, alongside overseeing and delivering against our ever-improving user experience aspirations and targets. Your SDM will engage with you on an operational and strategic level to:

- Ensure the current service is operating as required,
- Managing Customer Service Improvement and reporting activity,
- Ensuring that you are maximising XMA services to their full potential,
- Establish a strategic roadmap to ensure services evolve to meet your future needs.

Service Reporting

XMA's IMaaS offering includes the provision of detailed monthly performance reports capturing service component information, alongside SLA performance, compliance and identified improvement areas.

Wide ranging management information is available through extensive and easy to use dynamic dashboards see Figure 1 - Reporting Dashboard. We provide information and deep technical insights, enabling a complete view of the health of your environment. In addition, this data will enable us to identify a range of performance issues and component failures, to avoid unnecessary service downtime and, should the need arise, perform root cause analysis.

The specific content and formats of such reports will be agreed during service transition discussions and adjusted as required throughout the contract period.

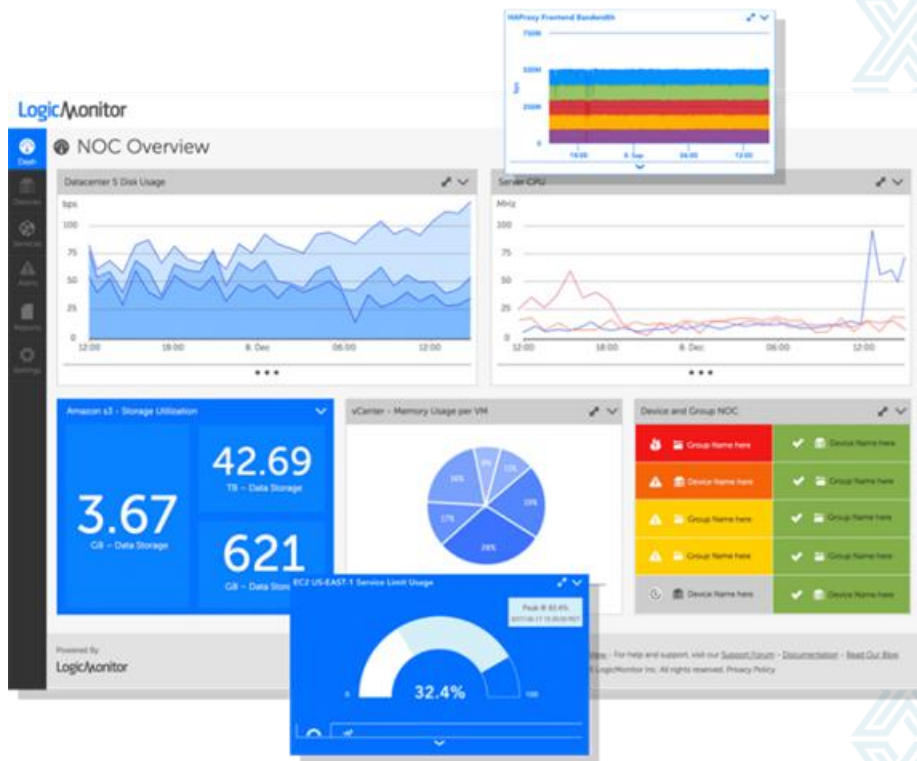


Figure 1 - Reporting Dashboard

One Team Partnership

Fundamental to our contract management and governance approach is our One-Team partnership ethos which ensures we work collaboratively with all parties (you, your stakeholders any other suppliers) to agreed targets and objectives in an atmosphere of friendly openness and trust. Our aim and objective will be to continuously drive improvement and ensure all customers receive the best value.

One-team is integral to successful partnership working and will inform every activity and decision we undertake. It recognises that whilst we sit as one part of your overall IT support landscape, we have an active role in supporting all other parts.

Accreditations

XMA's ISO27001 Security Management, ISO9001 Quality Management, ISO14001 Environmental Management and ISO20000-1 Service Management and Cyber Essentials Plus accreditations provide assurance that our employees, processes, and procedures are conducted in line with external auditing standards and provide confidence that your goods are safe and secure when under our care.



Pricing Approach

XMA's approach to pricing ensures transparency for our customers and demonstrates flexibility and tolerance of ever-changing market conditions. This solution has been designed specifically to be highly scalable and excellent value for money.

Our pricing structure for this service offering is calculated based cost per device monitored as described in the published Pricing Document.

Why XMA?

With XMA's outcomes-focused philosophy we can make sure that every solution you implement is in alignment with your organisation's goals, and that you have the support you need at every stage of the process.

- **Homegrown:** We are a private, family-run UK based business,
- **Public Sector Approved:** We hold status on 25+ procurement frameworks,
- **Award Winning:** We are a National Award-winning IT reseller,
- **Right Sized:** We provide tailored service solutions while maintaining a personal experience for every customer,
- **Established:** We have served thousands of customers over 35+ years in business,
- **Partner Accredited:** We have an unrivalled partner accreditation portfolio that means customers have access to best-in-class solutions, always.

Let XMA take care of your day-to-day so you can focus on your future.