

# ServiceAlert

**A unique service from Imerja providing flexible and proactive alerting that monitors the availability of your business critical applications**

The majority of monitoring solutions available in the marketplace monitor only the hardware and infrastructure that business critical services reside on, either through SNMP management and/or MIB protocols.

If the hardware infrastructure is responding to heartbeat requests then the management station shows the IT operations support team that all services are running successfully.

Or are they?

Not every service outage is related to a suspected hardware failure that traditional monitoring solutions cater for.



**ServiceAlert** is different. It can determine infrastructure failures as with the majority of monitoring solutions, however it raises the bar by actually emulating a user of the business critical service in question and reporting the response outcomes.

By emulating a user of the service, ServiceAlert provides an early warning to IT operations support staff that are then able to pre-empt potential Help Desk enquires and investigate immediately the cause of suspected service issues and/or poor service responses.



**We see IT from  
your perspective**

*Imerja provides ServiceAlert as a hosted solution, controlled from our 24x7 service centre*



In providing service specific monitoring information ServiceAlert provides organisations:

- Real-time business critical service status
- Early warning radar of service degradation and availability
- Improved IT operations support response
- Improved Help Desk efficiency
- Improved user experiences of IT services
- Improved user experiences of IT operations support performance
- Reduced Help Desk and Operations costs
- Reduced business critical downtime

Based on Open Source software, ServiceAlert has been developed by Imerja to satisfy the requirements of its customer's management and monitoring needs. It is available both as an out-tasked monitoring service provided by Imerja, and as an in-house standalone product.

If you out-task the monitoring to Imerja, ServiceAlert is deployed by strategically locating a polling engine and monitoring station within Imerja's own Secure Operations Centre (ISOC). ServiceAlert polls the customer's network across a secure VPN link between a dedicated firewall within the ISOC and the customer firewall.

Where the client elects an in-house service the polling engine and monitoring station are strategically located within the client organisation.

In the event that ServiceAlert receives an out of parameter response (either no or slow response) it will automatically raise an alert within the monitoring system and can be responded to by support staff who can immediately investigate, identify and rectify the cause of the problem.

For more information call Imerja or email [servicealert@imerja.com](mailto:servicealert@imerja.com)

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