

A man in profile is shown from the chest up, looking towards the left at several computer monitors. The scene is dimly lit with a warm, orange glow from the screens. A grid of thin orange lines is overlaid on the entire image. The background consists of dark curtains.

**NIL**

# **NIL MONITOR**

ADD VALUE TO YOUR IT INFRASTRUCTURE



# CAN YOU AFFORD TO EXPERIENCE BUSINESS BACKACHE?

IT is fundamental for all state-of-the-art business processes. **Continuous availability** of IT services is essential for viability, while a reliable functioning of your IT infrastructure **saves you a great deal of time and money.**

IT system downtime or poor functioning can lead to disturbed or even interrupted work processes that adversely affect your performance, income and satisfaction of your clients and employees. Downtime may prove even fatal for your organization.

**Continuous and professional monitoring** of the functioning of your IT infrastructure, supported by diagnostic tools of high capacity, can detect any issues on time, minimizes or even prevents them before they jeopardize your operations.

You can avail of NIL's **NIL Monitor service** that provides independent monitoring of the functioning of your IT infrastructure, continuous insight into the functioning of all vital IT and communications components and services, proactive detection and rectification of issues as well as identification of IT environment functioning trends.

NIL Monitor is an excellent solution that assists **companies and service providers**, that seek to improve the functioning of their IT infrastructure without having to make any further investments into hardware and experts, in managing their IT infrastructure.

The combination of full access to the functioning and status of your IT infrastructure and **counselling provided by top-notch experts** does not merely mean an optimized IT environment but also improved services provided to your clients.



This service is rendered all over the world. Our clients include several successful companies, organizations and service providers both from Slovenia and abroad such as: Hypo Alpe-Adria-Bank, Hypo Leasing, Ministry of Public Administration – HKOM network, Krka, Mladinska Knjiga Group, SPAR, SKB banka, Health Insurance Institute of Slovenia (ZZZS), Gateway – South Africa, I-Burst – South Africa, Vodacom – South Africa, Vodafone – Turkey and others.

### WHY NIL MONITOR?

- active monitoring of your IT infrastructure, server systems, applications and services seven days a week
- no additional investments into equipment and experts
- periodic reports, identification of trends and IT environment optimization counselling
- proactive detection and rectification of issues

“NIL Monitor was chosen because of its large number of functionalities. The rapid development of its additional functions and applications are also of great importance.”

**Chris Lazarus**, Commercial Development Enterprise, Vodacom Business Services

# NIL MONITOR HELPS YOU IMPROVE YOUR SERVICES



NIL Monitor is not a product but a service rendered by qualified engineers. It means in-depth monitoring of the IT environment as a whole, immediate identification of any deviations from normal values and – if any irregularities are established – proactive action.

By monitoring various vital parameters, NIL estimates events in the future, thus preventing many an interruption of services. Periodic reports on the developments in your infrastructure are drawn up. If necessary, the service can also be adapted to the specific characteristics of the client's environment.

On the basis of the identified trend, NIL provides counselling on how to improve your IT environment and optimize the consumption of financial resources as well as assist you in creating a more efficient infrastructure and, consequently, services of a higher quality.

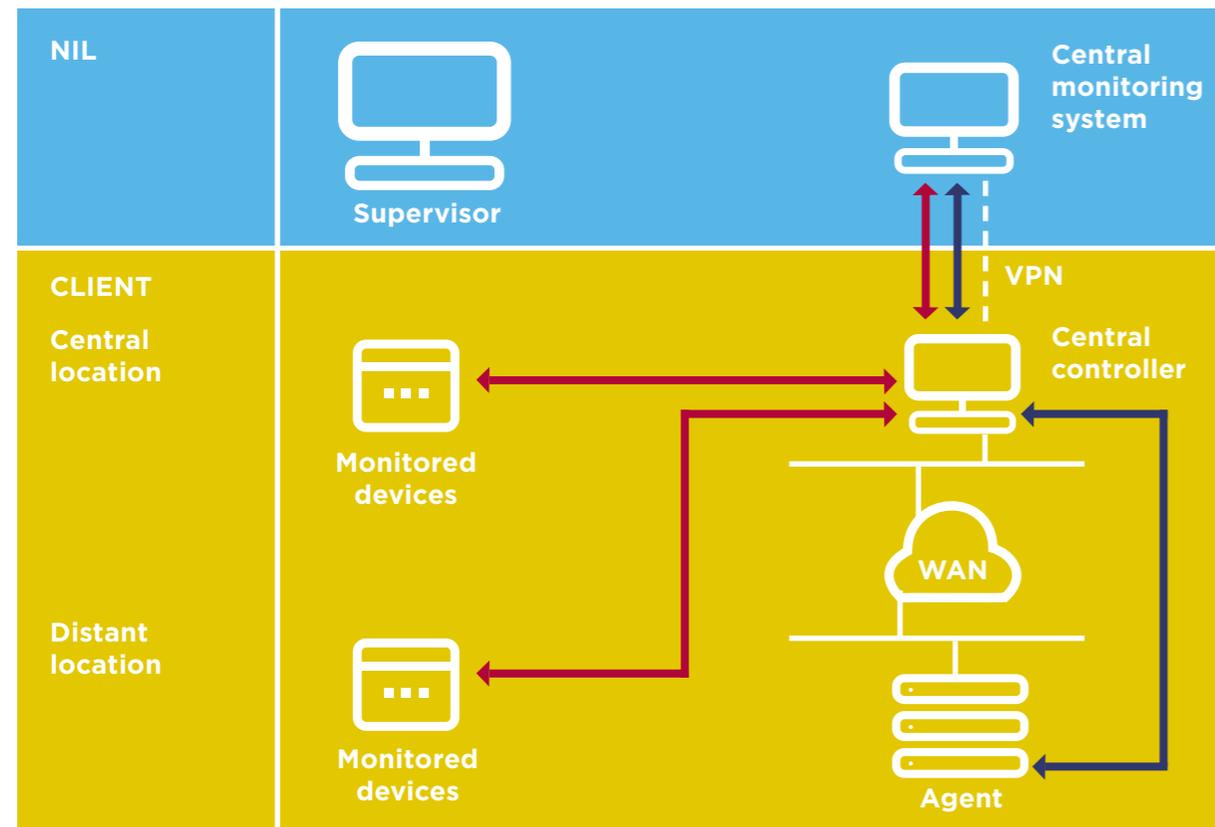
### THE NIL MONITOR SERVICE INCLUDES:

- all the required hardware, software and installation,
- operative monitoring by an engineer seven days a week,
- immediate notification of the client via e-mail or telephone,
- regular reports for technical experts and management,
- an assigned specialist that provides counselling and recommends infrastructure improvements,
- a link to NIL's technical assistance procedures for fast incident resolution,
- client's access to the monitoring system,
- adapting the service to specific requirements of the client and developing additional functionalities,
- strict protection of all your data.

# HOW DOES NIL MONITOR WORK

Monitoring is carried out at a distance, from NIL's headquarters. Part of the equipment provided by NIL is installed at the client's premises, while the majority is in NIL's data center. Distant monitoring is carried out via a permanent VPN connection.

The central monitoring device at the client's premises carries out all measurements that serve as the basis for detailed report (availability, responsiveness, maximum bandwidth, functioning of services), while the central monitoring system stores all extracted data, facilitates a graphic representation of the measurements, manages the system as a whole and the alarm system.



## REAL-TIME IDENTIFICATION OF ISSUES

The monitoring system facilitates the monitoring of the functioning of services from distant locations. To this end, probes that regularly carry out specific service availability and responsiveness tests are installed at the locations, thus **simulating the actual user experience**. The immediate alarm resulting from non-functioning or impaired functioning of one or more services constitutes the first signal for the administrators that an intervention needs to be carried out before they actually receive a call from the users.

## PROVISION OF A HIGH-QUALITY SERVICE

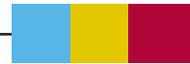
Component and service responsiveness and availability tests serve as the basis for assessing the quality of functioning of the IT infrastructure as a whole. For this purpose, measurements are carried out on the basis of the expected SLA (Service Level Agreement) values that help us **identify the weakest links**. By detecting and rectifying deviations jointly with the client, NIL makes sure that the IT service stays within the expected range.

## MONITORING AND NOTIFICATION

NIL monitors all the vital parameters of the IT infrastructure on the basis of which deviations in its functioning can be detected. Expected values are set for the monitored parameters that serve as the basis for alarms. **Activated alarms are initially analyzed by the supervisory engineer** in detail and serve as the basis on which your and NIL's responsible contact persons are notified. Where possible, the notification also includes an analysis of what has caused the issues and recommendations on how it should be rectified.

## MONTHLY REPORTS

Data recorded serve as the basis for monthly reports that contain all the necessary information pertaining to the functioning of your infrastructure. Reports can also be adapted to your needs. In addition to detailed technical reports, NIL also draws up reports for the management of your company that contain information about the **overall functioning of your IT infrastructure**.



### ASSIGNED SPECIALIST

The service also includes an assigned specialist that also works with you during the analysis of past events and planning processes as well as provides you with professional recommendations on how to improve your IT infrastructure, on the basis of which the client optimally carries out upgrades and expansions.

### LINK TO TECHNICAL ASSISTANCE PROCEDURES

If you not only seek to have the functioning of your IT infrastructure monitored and be notified thereof, but also wish to be provided with active technical assistance and resolution of incidents, you can also avail of the additional NIL Assist joint service whereby NIL undertakes to rectify the detected incidents independently and only notify you of the entire procedure. Various combinations of monitoring and assistance are available.

### ACCESS TO THE MONITORING SYSTEM

You are granted access to the monitoring system, enabling you to monitor the monitoring process of your infrastructure live. The monitoring system can also be accessed from your smart phone where up-to-date information of the monitored infrastructure and activated alarms.

### ADAPTING TO YOUR SPECIFIC NEEDS

The monitoring system is adapted to the specific needs of your environment. New methods are sought for all IT components that currently cannot be monitored in an optimum way. NIL continues to develop new functionalities that you can utilize at no extra expense.

### PROTECTION OF DATA

NIL is ISO/IEC 27001 security standard certified, providing for the complete security of your data acquired during the monitoring process. NIL also provides the highest security rules so as not to compromise the functioning of your IT infrastructure by distant monitoring.

"Continuous monitoring and notification of the status of connectivity of several hundred distant locations to the central location is vital for our company's operations. Reports received at the end of each month are useful for seeking or changing service providers and investing into equipment."

**Janez Firm**, System Administrator, Mladinska Knjiga Group



# YOU FOCUS ON YOUR BUSINESS, WE WILL KEEP AN EYE ON YOUR IT

## NIL MONITOR APPLICATION RESULTS ARE BENEFICIAL FOR YOUR BUSINESS IN SEVERAL WAYS:

- **Less issues with your IT environment and reduced expenses:** NIL Monitor fundamentally reduces the number of IT infrastructure-related issues and defects that reduce expenses in the long term (both those related to rectifying defects and disrupted operations).
- **A boost in productivity resulting from more efficient infrastructure:** less IT infrastructure-related issues and defects mean more reliable and faster business processes and work.
- **Facilitated change planning:** NIL draws up periodic reports (both technical and intended for the management) on developments in your infrastructure, thus enabling us to jointly identify the status and trends that facilitates the planning of changes in your IT infrastructure.
- **Optimized infrastructure:** precise information on your IT infrastructure facilitates the provision of optimum infrastructure and availability of resources in the long run.
- **Eased burden on your IT staff:** a more reliable IT environment also means that your employees spend less time dealing with issues and rectifying defects.
- **More time and resources for your primary activity:** as your employees no longer need to spend as much time rectifying defects, more resources for the development of your primary activity are now at your disposal.
- **No additional investments into equipment and experts:** NIL Monitor is a service, not a product which can thus be applied at no initial expenses or investments.
- **Flexibility:** in agreement with you, NIL can also develop additional applications and services adapted to the specific characteristics of your environment if needed.

## WHAT MAKES NIL MONITOR A GOOD BUSINESS DECISION?

- no investment into equipment and software
- overall access to all IT infrastructure components
- periodic expert reports
- IT environment optimization assistance
- improved business processes and better services
- proactive detection of incidents before severe issues arise
- specified critical IT infrastructure points
- a clearer division of responsibilities between support groups
- eased burden on your engineers
- IT infrastructure optimum investment assistance



# TOOLS THAT TIGHTEN MONITORING, FACILITATE WORK AND IMPROVE YOUR RESULTS

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NIL Monitor offers monitoring and intense supervision of your IT infrastructure. Numerous monitoring system tools facilitate in-depth access to the functioning and status of your IT infrastructure, namely:

## ■ **DEVICE AND CONNECTION MONITORING**

- continuous measuring of maximum connection capacity (available bandwidth)
- monitoring the availability of specific devices and connections taking into consideration service windows and the working time of the organization
- recording deviations from agreed upon (SLA) values (responsiveness, availability, bandwidth, etc.)
- monitoring current loads of specific devices and connections
- monitoring delays and traffic connection loss rates
- monitoring parameters relevant for the proper functioning of devices (power supply, RAM, processor, temperature, redundancy mechanisms)
- compiling statistical data pertaining to device downtime and restarts
- overview of the overall traffic and average load of any specific interface in a given period of time
- monitoring the functioning of data traffic balancers between several servers
- monitoring the functioning of wireless network devices

## ■ **EQUIPMENT CONFIGURATIONS AND INVENTORY**

- configuration recording on a daily basis
- archiving the 10 most recent configuration versions and illustrating the differences between them
- hardware and software version inventory
- equipment inventory including the vendor's End of Support dates
- inventory of physical and virtual servers

## ■ **MONITORING APPLICATIONS AND SERVICES**

- monitoring the availability and responsiveness of user applications and services
- measuring deviations from the planned availability (SLA) of applications and services
- correlation of events for advanced handling of causes of issues
- monitoring of simultaneous calls between the IP telephony provider and IP PBX

## ■ **SECURITY MONITORING**

- monitoring the validity of digital certificates
- monitoring parameters that draw attention to a security attack

## ■ **GRAPHIC REPRESENTATION**

- interactive graphic representation of locations and devices
- graphic representations by type of traffic

## ■ **REPORTS AND MONITORING SYSTEM ACCESS**

- regular reports for technical experts
- reports for executives including a state of IT environment and it's progress during the past period and recommended improvements
- distant monitoring system access



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## COMPREHENSIVE AND CONTINUOUS MONITORING OF:

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- communication networks,
  - virtual server infrastructure,
  - physical servers and computers,
  - IT services and applications,
  - data storage systems,
  - unified communication systems,
  - security systems.
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"Our company is, primarily, experiencing fewer issues with its IT environment, which is what we wanted in the first place. NIL provides other maintenance services as well and NIL Monitor excellently complements their other services."

**Rado Habjan**, Head of IT, Spar Slovenija d.o.o.

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