

KNIGHTWATCH

The Benchmark in System Monitoring

Digital Edge is a premier Datacenter Service Provider specializing in managing high availability and capacity systems. Since our inception, Digital Edge has relied on its internal monitoring platform to ensure network stability and high levels of performance. It is a critical component that has characterized our strength within the industry and has created a defining line between Digital Edge and its competition. Now productized and branded, KNIGHTWATCH, is offered to our clients to provide the same levels of security.

Benefits: Time Savings and Budget Savings.

TIME SAVINGS - No need to...

- Analyze monitoring software vendors pros and cons
- Realize what exactly is important to monitor on your infrastructure & what is not
- Uncover the sensors that must be used to predict a problem or indicate potential failure
- Struggle outlining and implementing solutions
- Implement escalation processes

BUDGET SAVINGS - No need to -

- Hire additional staff to ensure 24/7 coverage
- Train your monitoring team
- Manage your monitoring team
- Manage changes in your monitoring needs



Our System: At a Glance...

Digital Edge's highly complex infrastructure has provided our global based clients with a stable and reliable system with unprecedented success. By using our platform, companies are guaranteed 24/7/365 live technical support, a 20 minute response time, and an incident history report in real-time. Aside from these features, KNIGHTWATCH offers a single consolidated view of IT operations, compliance support and reinforcement, and failure prediction and response

How we did it...

Understanding that this type of platform creates a sound environment for clients, we had to generate a monitoring framework that would ensure that the health of our network was never compromised; a framework that would notify problems prior to a failure or outage. After years of hard work and development, we were able to create a platform that is composed of a well measured balance of monitoring points. It consists of bundles of tools and techniques insuring light processing overhead while providing comprehensive information that triggers appropriate action. In most cases, products today are software solutions that implement one or two monitoring mechanisms, Digital Edge developed a set of tools that work together as a bundle that utilize multiple approaches & methods.

Our Concept: System monitoring should be done from both sides, outside and inside.

- Availability, response time, and user experience should be done from the "OUTSIDE" of the systems perimeter
- Performance, system state of health, error and warnings, and job statuses should be done from the "INSIDE" of the systems perimeter.

By utilizing our framework, we are able to ensure 100% coverage from every available angle from any type of equipment, anywhere-geographically independent. KNIGHTWATCH concentrates on providing superior precision of the information within multiple areas, rather than providing a wide specter of "sensors" which would add unneeded performance overhead.

Once we configure specific monitoring parameters for a company's organization, we integrate escalation procedures based on specific notifications. As an added layer of convenience, we supply a secure login portal that offers 24/7 visible access into a company's network health and all monitoring functions.

PROTECT AGAINST YOUR WORST ENEMY

DOWN TIME

