

APPLICATION ASSURANCE

Bespoke Application Monitoring

At the heart of Itheon lies the ability to be able to monitor *anything* running on any server. This flexibility means that we can adapt to your environment.

The exact same processes and API's we use to monitor the usual marquee products out of the box are available to everyone.

Our easy to use rule language enables us to be able to understand any application. This means that nobody can deliver a more complete picture of your environment than we can.

Itheon can monitor anything

We can interrogate and use any API on any system. So when you ask can you monitor our bespoke application the only question Itheon needs to know is how it presents itself on your system.

We can see and access things *such as*

- Services
- Processes
- Performance counters, both generic and specific to your application (IE how much memory is application X using)
- Log Files (Itheon can intelligently search for key phrases)
- Databases (Itheon can access these and add the results to our statistics)
- Message Queues
- Error Logs
- WMI
- SNMP

And much more besides, so this means that however your application could and can possibly be monitored Itheon can do it.

Intelligence is key

Access to almost every API on every system is a double edged sword. Simply tipping this data on to your screen leads to confusion. What will inevitably follow is missed alerts, data overload and screens and screens of garbage.

If every one of your systems issued say 10 alerts how would you cope?

Itheon's easy to use yet sophisticated rule language means that you will only see REAL issues. The data from multiples sources will have been absorbed, understood and analysed before we tell you, you have a problem.

Take Action

We don't simply present you with problems we can attempt to solve it, in many ways...

When Itheon finds an issue it tries to help it can take actions such as

- Executing commands
- Executing an application
- Clearing disks
- Restarting s service
- Rebooting
- Escalation as the problem progresses
- Mails
- SMS
- Execute further checks and balances

And much, much more besides. This means that you move from reactive to proactive monitoring, improve your ability to cope with ever more demanding environments and move away from manual to automated responses.



Itheon and ITSM

Itheon understands the challenges businesses face and will work as an extension of your business to deliver results. We focus on building true partnerships that are mutually beneficial and based on trust and respect. This is why so many of our customers return again and again to benefit from our unique approach to IT Service Management.