

Introducing Paladin Sentinel Remote Monitoring Solution

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What is Paladin Sentinel?



Paladin Remote Monitoring is CSI's offering to provide pro-active 24x7 monitoring of your entire network infrastructure including:

- Servers – Windows, Linux, Apple Mac, VMware, Hyper-V, and Novell
- Workstations
- Switches
- UPSes
- Printers
- Firewalls
- SANs
- Network Appliances
- Web pages



What is Paladin Sentinel?



- In addition to the automated monitoring, the CSI support team reviews any alerts through the day Monday-Friday during normal business hours.**
- A member of our support staff also does a daily, early morning support review of all outstanding alerts on all consoles. We look for issues and trends that we believe need research/resolution.**
- Separate from the automated responses we also email, text, or call our clients for any alerts that we believe require your attention depending upon the severity of the alerts.**



What is Paladin Sentinel?



- **Paladin monitoring draws on over 38 years of CSI experience in supporting and maintaining computer networks.**
- **Based upon vendor best practices of monitoring their hardware and software**
- **Fully customizable on what to alert or not alert based upon:**
 - Performance indicators (i.e. disk space, CPU, network bandwidth)
 - Windows Event Log entries
 - SNMP
 - SYSLOG



I Paladin Sentinel Main Console

- Up/Down
- Device inventory
- Windows and SAN alerts
- Hardware alerts
- 90 Days of alert history
- Available to all clients via a custom web page and a mobile web page.



Paladin Sentinel Infrastructure Monitoring

- Deep monitoring of network switches, firewalls, and Cisco UCS servers.
 - Ports
 - Performance data for up to one year
 - Graphs
 - Up/Down
 - Hardware alerts
- Available to all clients via a custom web portal as well as a mobile app for iPhone, Android and Windows phones.



I **Paladin Sentinel Virtual Infrastructure monitoring**

- Monitors both VMware and Hyper-V
- Shows hardware alerts via Vcenter in ESX hosts
- Shows deep dive information into the nuances of virtualization hosts
 - CPU usage
 - Memory
 - Latency
 - Redundant links
 - Datastores
 - Snapshots



How Does It Work?



- **Ping**
 - Up/Down
- **WMI (Windows devices)**
- **SNMP (All network devices & Windows devices)**
 - MIBs
 - SNMP Community String & Traps
- **Windows Event Log Monitoring**
 - Conditional monitoring (i.e. if it happens three times, or if these two alerts happen within 10 minutes, then alert)
- **SYSLOG Monitoring**
- **Port Scan**



What If Paladin Sentinel Doesn't Monitor It?

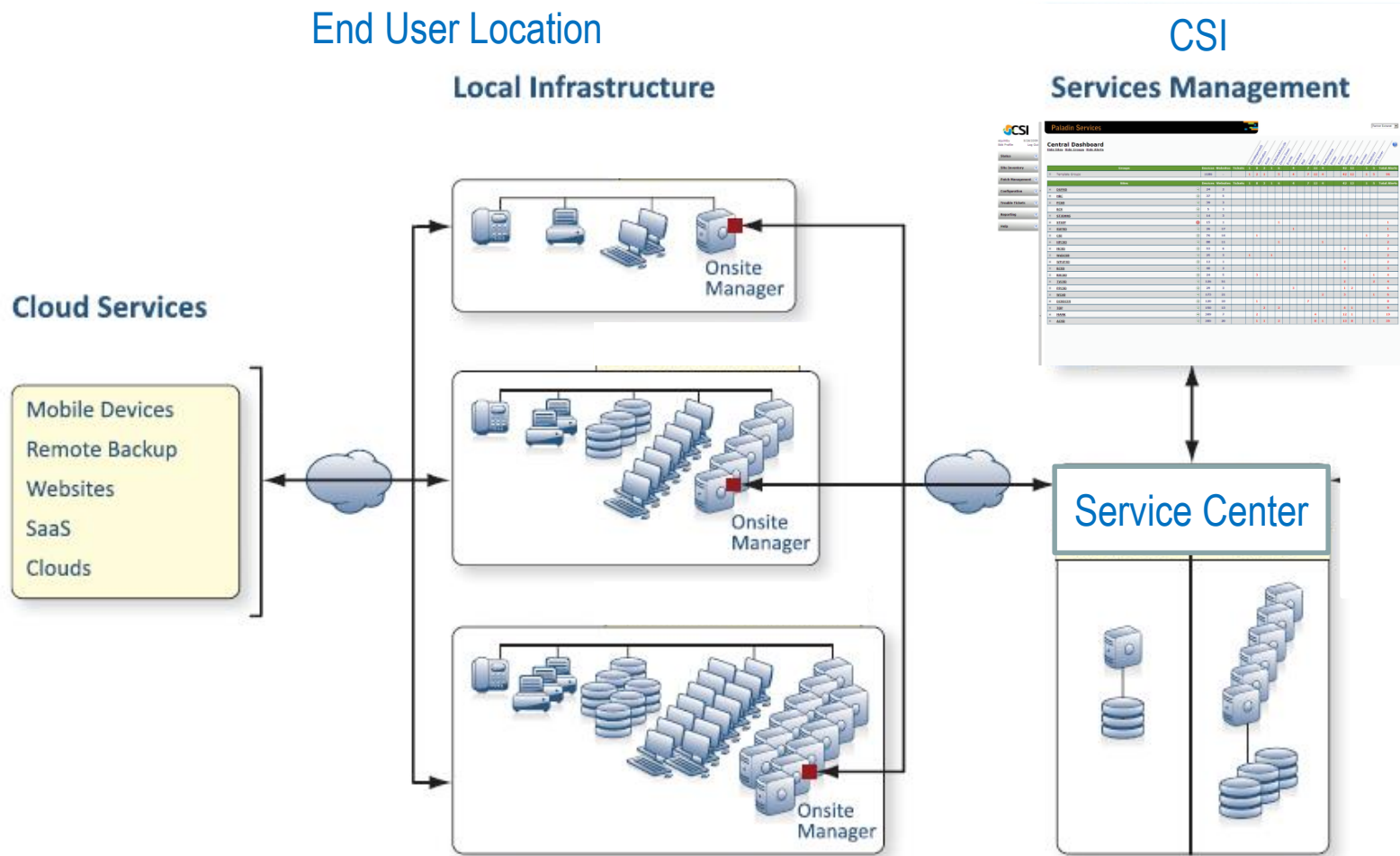


- **If the vendor produces a SNMP MIB that provides the information, we can monitor it.**
- **If there is an Event Log entry, we can monitor it.**
- **If there is a WMI performance monitor, we can monitor it.**

- **We cannot meaningfully monitor devices beyond basic “up/down” where we cannot speak to the device via SNMP and/or WMI.**



Paladin Sentinel Theory of Operation



Automated Alerting 24x7x365



■ We can do any combination of:

- Alert to the your personal web portal
- Alert to approved CSI and client email addresses
- Alert to approved CSI and client SMS text pages (for escalation)

■ We can choose to suppress an alert that you do not want

- (i.e. a weekly reboot or a notice about a problem they cannot solve)



I **DELL Hardware Alerts on Windows servers including:**

- PERC RAID alerts
- Smart Alerts
- Log alerts
- Chassis Alerts
- Temperature alerts
- Hardware component alerts (i.e. fan, power supply)



Windows alerts including:

- Exchange
- SQL
- Sharepoint
- Workstation and Server OS's
- Active Directory
 - Account Lockout
 - Password Changes
 - Rights Changes
- DHCP
- DNS
- Windows Services – Including Auto Restart of Services



- **Monthly Executive Summary Report**
- **Weekly Microsoft Baseline Security Analysis Report**
 - All Windows servers
 - Compares against latest Microsoft best practices for Microsoft server OS/application configuration and security patches
- **Monthly Website Monitoring Report**
- **Monthly Windows Server Hardware Report**
- **And More!**



Paladin



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