



## Remote Incident Monitoring and Management Services



**ATSG, in partnership with LogicMonitor, offers a leading Remote Infrastructure Management and Application Monitoring solution with world-class cybersecurity built-in.**

Our fully integrated, 24x7xAlways services cover everything from basic monitoring to advanced root-cause analysis that identifies problems fast – so we can solve them fast, increasing your organization’s productivity. ATSG can monitor and manage all your networks, systems; applications...even storage and security. Whatever services you choose, you will leverage expertise developed over nearly twenty years of managing IT infrastructure. You will benefit from our support for ITIL, the world's most complete, consistent, and coherent set of best practices for IT service management.

Your resources will be managed from ATSG’s redundant Intelligent Operations Centers that have delivered enterprise-class managed services for decades. In addition, you will gain the flexibility to tune your service to reflect your unique infrastructure and fast-changing business requirements. We will help you maximize availability, support stringent SLAs, and reduce management costs – without new up-front investments.

ATSG offers our customers the greatest breadth and depth of IT management solutions and services, based on best practices and proven processes including ITIL. We have chosen to standardize our Enterprise Management and Service Desk solutions based upon the LogicMonitor family of integrated enterprise solutions.

We have selected LogicMonitor because they are the global leader in Enterprise IT Management and are one of only a few major players that is not tied to specific hardware or software platforms or operating systems. Other key reasons and benefits of this solution are:

### Comprehensive

- Manage and secure all components of the IT environment, including applications, databases, networks, systems, client devices, web infrastructure, IT services, IT users, and more
- Manage IT environment across a full array of platforms, operating systems, and emerging technologies

### Why ATSG and LogicMonitor

#### Secure Architecture

- Automatic encryption of sensitive data
- Strong user authentication controls
- Fine-grained role-based access controls
- Formal security software development lifecycle
- Multiple stages of threat modeling and security testing

#### Secure Operations

- Built on security-hardened Linux servers with perimeter and host-based intrusion prevention systems
- Multiple levels of redundancy are integrated throughout the service platform to ensure high availability.
- Operated out of top-tier data centers all with best-of-breed physical security



## Open and Integrated

- The LogicMonitor Integration Platform, allows the products to integrate with each other at the data, process, and user experience levels
- Standards-based product development approach and pre-built interfaces, LogicMonitor products integrate with many of your other management products and applications

## Cross-Platform

- Our management solutions are designed for “portability” – the ability to manage multiple platforms, multiple databases, and multiple application servers
- Includes everything from mainframe to distributed environments and Windows platforms

## Modular

- Our solutions are offered as product modules or as integrated suites
- Adhere to the LogicMonitor Integration Platform standards for common services, you can take a modular approach to solve your most pressing IT problems first, delivering immediate value, while creating comprehensive and integrated solutions over time

## Process Enabled

- We offer “packaged,” repeatable processes for IT management improvement, based on industry experience and best practices

Reduces risk, delivers the fastest time to value, and helps you determine how to best allocate and optimize resources to solve business problems and capitalize on new opportunities

*Our implementation of LogicMonitor is illustrated as follows:*



# What if you could...

See More

Know More

Do More

## SEE MORE

- Provides full visibility into on-prem, hybrid, and public cloud environments
- Secure agentless Collectors support over 2,000 enterprise technologies
- Access to a wide variety of modules development by LM, partners, and customers (LM Exchange)

## KNOW MORE

- Dynamic alert thresholds automatically learn and adjust to your environment
- Critical infrastructure configuration change alerts provide context to avoid problems
- Early indications of emerging users experience issues
- Reduce noise and gain insight into the root cause and dependencies of issues with auto-discovery of relationships

## DO MORE

- Extensive library of pre-built real-time dashboards to make technical or business decisions
- Forecast and predict future resource needs to better utilize budgets and capacity management
- Streamline and automate operations to free up time to focus on innovation

## PROVIDES ARTIFICIAL INTELLIGENCE INSIGHTS

- Provides meaningful insights and helps determine where attention is needed to maximize uptime and performance
- Identifies and warns users of issues before they arise, helping speed up the meantime to repair and prevent downtime altogether
- Dynamic thresholds, root cause analysis, and forecasting allows us to intelligently identify signals from noise and makes these signals more actionable
- Our ops teams can proactively fix issues before they result in business impact

## BENEFITS OF AN AIOPS EARLY WARNING SYSTEM

- Identify issues more quickly and pinpoint the origin of a problem
- Zero in on resources that cause outages and speed up your mean time to repair
- Ensure alerts are only sent for anomalies, reducing alert noise and fatigue while helping to eliminate the need for manual threshold tuning
- Find issues that deviate from the norm to maximize performance, prevent downtime, and increase IT efficiency

## About ATSG

ATSG is a global tech-enabled managed services and solutions company focused on innovative solutions to enhance today's digital enterprise and end-user experiences. Security best practices are built into every layer of our services, from the technical architecture to the everyday business operations. ATSG provides Intelligent IT through Technology Solutions as a Service (TSaaS) to a variety of customers; leveraging an offerings portfolio of rediTech, rediManage, and rediSecure, which delivers reliable, elastic, dynamic infrastructure, collaboration, applications, as well as world class IT operations. Prevent outages, optimize IT resources, and future-proof your business with one unified, secure monitoring service.