

# Enterprise Computing Solutions – United Kingdom

## Hardware Monitoring

This new service has been designed to proactively monitor customers' security appliances. Our highly experienced security engineers monitor customers' Check Point and Blue Coat appliances to identify any anomalies and potential issues before they affect business. In the event of a power outage or health issue, Arrow will alert the customers' designated contact with details.

This service is available as an add-on to any of our Arrow delivered Hardware Support services. Due to the flexibility of the service, we can also monitor any of the hardware appliances under vendor direct support.

### Why Sell Arrow's Hardware Monitoring Service?

- Additional revenue opportunities on all new product sales with additional margin to be made on renewals
- Offers a total solution, ensuring quality of service to end users
- Flexible services; Arrow will speak directly with end users' or resellers' own support departments
- Multi-vendor support options

### Why do your customers need Arrow's Hardware Monitoring Service?

- Proactive monitoring of security appliance
- 8x5 or full round the clock 24x7 options
- Identify failures and potential health issues before they affect business
- Any anomalies will be communicated to customers designated contact
- Reduces network downtime

### Supported Hardware

- Check Point IP and UTM Appliances
- Blue Coat Appliances
- F5 BIG IP

### Reporting

Arrow will provide a quarterly report detailing the uptime and threshold conditions of the supported appliance.

### Hardware Alerts

Arrow will monitor the customers' appliance and should an abnormality or power outage occur and be true for 5 minutes, the customers designated contact will be alerted by telephone or email.

Device/Service	Threshold Condition
<b>Check Point IP</b>	
Device up	External interface ICMP down
CPU utilisation	Usage reaches 85%
Memory utilisation	Usage reaches 85%
Hard Disk capacity	Usage reaches 85%
Check Point services	Down/unresponsive
Interface	If interface status changes to Down
Temperature	Exceeds 50 degrees C
Power supply	If voltage or temperature exceeds/falls below operational limits
<b>Check Point UTM</b>	
Device up	External interface ICMP down
CPU utilisation	Usage reaches 85%
Memory utilisation	Usage reaches 85%
Hard disk capacity	Usage reaches 85%
Check Point services	Down/unresponsive
Interface status	If interface status changes to Down
Temperature	Exceeds 50 degrees C
<b>Blue Coat</b>	
Device up	External interface ICMP down
CPU utilisation	Usage reaches 85%
Memory pressure	Yes
Interface	If interface status changes to Down
Hard Disk	Yes
Temperature	Yes
<b>F5</b>	
Device up	External Interface ICMP down
CPU Temperature	Exceeds 50 degrees C
Interface	If interface status changes to Down
Chassis Temperature	Exceeds 50 degrees C