

#### Did You Know...?

Starnet offers numerous IT-related services in support of many of today's complex IT operational issues.

**StarCONVERGE™** –  
Converged Voice/Data Practice

**StarVIEW™** –  
Real Time Application  
Performance Monitoring

**StarSCOPE™** –  
Internet Usage Visibility & WAN  
Bandwidth Utilization  
Assessment

**StarASSURE™** –  
Managed Solution for Voice  
Communications

**SOS -Gold (Starnet Quarterly  
Ongoing Services)** –  
Network Maintenance – Strategic  
Planning – Selective Server  
Monitoring

**StarWATCH™** –  
Remote Network Monitoring

**StarDR™** –  
Disaster Recovery – Business  
Continuity Managed Service

**StarSECURE™** –  
Firewall, VPN, 2-Factor  
Authentication, Content Filtering,  
Secure Proxy, IDP

#### WESTLAKE VILLAGE-CA

2659 Townsgate Rd, #227  
Westlake Village, CA 91361  
Phone: 805.371-0585  
CA Toll Free: 800.779.0587

#### PHOENIX -AZ (Sales Office)

11022 N. 28<sup>th</sup> Dr, # 205  
Phoenix, AZ 85029  
Phone: 480.421-9217  
AZ Toll Free: 866.477.4450

#### PHOENIX -AZ (Hosting Center)

3101 N Central Ave Park  
Central Mall – Bldg 1  
Phoenix, AZ 85029

[www.starnetdata.com](http://www.starnetdata.com)

**--- Save money by eliminating the manual process of preventative maintenance of servers and network endpoints...while strengthening the security and stability of your network ---**

## **StarWATCH™**

### **Starnet's Remote IT Managed Services**

**Remote Control – Remote Monitoring – Remote Management –  
Robust Tactical and Performance Reporting**

**The Problem: Keeping your network and applications performing optimally and securely with limited staff and resources.**

IT departments in small-to-midsize organizations face increasing challenges in keeping their core business applications and the underlying network transport performing optimally.

Shrinking budgets and the ever-increasing challenges posed by aging equipment, laborious maintenance tasks, constantly evolving security threats, buggy software, environmental issues...and the like....make IT efficiency a daunting task.

Maintaining the efficiency of IT requires both a.) efficient troubleshooting and b.) the appropriate mix of proactive network maintenance efforts to mitigate potential causes and impact of application under-performance or unavailability.

Executing an IT strategy that can accomplish both is a huge challenge when an IT department is understaffed and ill-equipped.

### **The Solution: StarWATCH**

**StarWATCH** is Starnet's remote monitoring solution that provides customers peace of mind by assuring them that their critical network devices, servers and endpoints are being monitored and remediated 24x7x365 for their health and ability to function optimally.

**StarWATCH** monitors critical network processes to insure that critical network devices are current with OS patches and anti-virus updates. A proactive approach that can prevent unexpected downtime and application delivery interruption.

**StarWATCH** proactively monitors email performance and data backup processes.



**StarWATCH** provides Starnet visibility for determining the root cause of many network issues, improving the speed at which the issue can be remediated.

**StarWATCH** includes a monthly health review that provides customers detailed reports on the health and performance of the network and consultation to discuss additional recommended proactive efforts to improve stability, security and performance.

**StarWATCH Elements –**

Remote Control – The ability to take control of any device on your network to troubleshoot and fix issues without disrupting end users.

Remote Monitoring & Management – The ability to monitor your network devices and utilize thresholds to gain insight into potential problems and be able to remediate them before they cause disruption to productivity.

Reporting – The availability of 15 pre-built reports that automatically collect and display data in support of many tactical operational activities, including availability and performance analysis, troubleshooting, upgrade planning, license compliance, patch compliance and many others.

<b>STANDARD FEATURES</b>	<b>DESCRIPTION</b>
Networking Basics	Monitoring the vital statistics of your routers, switches and VPN equipment
Email & Messaging Services	Monitoring email, spam filtering and mobile messaging services
Backup Essential	Monitoring data backup processes
Network Security	Intrusion Prevention, antivirus maintenance, identifying failed logon attempts
PC Care & Maintenance	Monitoring pc endpoint health and performing preventative maintenance
Server Monitoring	Monitoring the health and performance of servers
Standard Reporting	Network health reporting and monthly reviews including recommendations
License Compliance	Verifying software in use is properly licensed

**Some Reasons Why Our Customers Need StarWATCH**

- To notify you that one of your servers is about to run out of disk space.
- To notify you that your web server will have insufficient memory in one week.
- To notify you that CPU utilization in a number of workstations is exceeding 90% and that users are likely unproductive as a result.
- To notify you that your nightly backups have failed for “n” nights in a row leaving your company at risk of losing data.
- To notify you that viruses have been found on your network and that your anti-virus solution has not been able to clean them.
- To notify you that the outside interface on your firewall has been going up and down, indicating a potential pending equipment failure.

### **What does StarWATCH see?**

- Memory and disk space utilization
- What services are currently running (and when and if services stop for any reason on your server or desktop)
- All recordable events from the Event Viewer logs (Application Log, System Log, Security Log, etc....)
- Errors from within application logs (events recorded in any text file)
- Network device interface status (Administratively Up or Down and Line Protocol status)
- Bandwidth consumption
- Missing patches
- Open vulnerabilities
- Whether a backup job succeeded or failed in Backup Exec
- Whether a virus was detected during a routine antivirus scan (Most antivirus software supported)
- The average delivery time for e-mails processed by your Exchange Server
- Much, much more

### **What does StarWATCH do?**

- Monitor & verify regular backups are being performed (if applicable).
- Monitor & verify regular virus scans are taking place on all desktops, laptops, and/or servers (where applicable).
- Monitor & verify Critical Windows Updates are applied weekly.
- Monitor & verify all server Event Viewer logs are reviewed on a regular basis, to ensure no warnings or errors are overlooked.
- Perform weekly and/or monthly Preventative Maintenance, including Defragmentation of all system hard disks.
- Monitor & verify that Vulnerabilities are scanned for and/or remediated on a monthly basis as needed.
- Monitor & verify all server performance metrics (i.e.; average CPU, Memory, Page File, and Network Adapter Interface utilization, as well as Average Process Time) are within optimal ranges.
- Monitor & verify that the Customer's antivirus product(s) are up-to-date, and receiving regular antivirus definition updates (where applicable).
- Perform regular disk cleanups on all desktops, laptops, and/or servers.
- Remove temp files.
- Remove temporary Internet file.
- Remove cookies.
- Generate a monthly resource utilization report, and/or recommendations based on findings.
- Remediate all basic issues found by StarWATCH capable of being resolved within 15 minutes time
  - (e.g. restarting stopped services, reviewing metrics from our managed services solution, performing
  - manual updates to antivirus software, and investigating the cause of failed backups etc.)

**Note:** Any issues unable to be resolved within a 15 minute time period will be referred back to Customer for additional instruction on remediation

- Provide training for customer on the use of our managed services platform.
- Provide complete support for customer, with regard to our managed services platform, and the reporting engine, user interface, agents, and probes that make up the individual components of our managed services platform.
- Provide upgrades as they become available, with regard to our managed services platform, and/or any labor associated with the implementation of said upgrades.

**--- For more details on Starnet's StarWATCH Remote IT Managed Services Solution contact your Starnet Business Development Manager ---**

**Starnet California – 800.779.0587**

**Starnet Arizona – 866.477.4450**