



SEISMIC

Ingram Micro | Seismic

Key Benefits

- **Recurring, predictable revenue streams** | Annual or monthly subscription models ensure continuing income.
- **Additional sales opportunities** | Increased customer contact and IT infrastructure knowledge offer more chances to discuss key benefits.
- **Reduce operating expenses** | Take advantage of the benefits of remote monitoring and management (RMM) without adding staff.
- **Efficiently manage your technical labor resources** | Allocate your own technical staff to other high-margin projects instead of managing and maintaining an in-house NOC.
- **Speed your managed services solution to market** | Implement quickly and easily.
- **Compatible** | The Ingram Micro Seismic NOC works with all leading RMM applications.
- **Affordable and scalable** | Expand your RMM service as your customer base grows.
- **Increase customer satisfaction** | Your end-user clients will be satisfied at the availability and lack of downtime that result from proactive monitoring.
- **Prevent problems before they escalate** | Proactive monitoring prevents expensive network problems before they occur.

Key Features

- **Five levels of escalation for alerts and outages** | Receive real-time notifications of remediation attempts to resolve the incidents through e-mail, text and/or page.
- **Certified technicians** | Stay confident that certified technicians are monitoring site maps, reports, RDP connections, databases and alerts.
- **Continuous monitoring** | Provide proactive management of equipment and round-the-clock monitoring.
- **Branding** | Employ custom branding with your company name on all reports.

SEISMIC NETWORK OPERATIONS CENTER (NOC)

A VALUABLE, COST-SAVING ADDITION TO YOUR MANAGED SERVICES BUSINESS

Now there's a proactive, affordable way for you to securely monitor and maintain your customers' servers, network devices and applications. With the Ingram Micro Seismic Network Operations Center (NOC), you can outsource your monitoring requirements as part of your overall managed services solution, with no infrastructure or staffing investment.

Proactive Monitoring for Your Customers and Lower Costs for You

Increase the availability and performance of your customers' infrastructures and business applications while minimizing downtime — all without the time, resource and cost requirements typical of an in-house deployment.

When you outsource network monitoring to the Ingram Micro Seismic NOC, you'll gain a 24/7/365 remote-monitoring, remediation and management solution without using your costly technical staff. Best of all, you can allocate your own technical staff to other high-margin projects while your customers' technology infrastructures are reliably managed.

Scalable and Simple

The Ingram Micro Seismic NOC scales to your needs as your managed services offerings and customer base grow. Plus, bringing this service to market is quick and easy, since the Ingram Micro Seismic NOC can be implemented significantly faster than any in-house NOC can be built.

How It Works

The Ingram Micro Seismic NOC supports all remote monitoring and management (RMM) applications, whether they're an Ingram Micro-Seismic RMM or another package. When the RMM collects the alert data from your end users' infrastructures, the Ingram Micro Seismic NOC analyzes the data and quickly notifies your staff of any potential issues; it then remediates the problem.



Because you provide the Ingram Micro Seismic NOC with detailed work instructions and escalation paths, you're able to direct your customers' user experiences.

More Than a Network Monitoring Service

By partnering with the Ingram Micro Seismic NOC, you gain access to an integrated services portfolio, including the Ingram Micro Seismic Help Desk for technical troubleshooting and the Ingram Micro Services Network (IMSN) for dispatching on-site services and support.

Multiple Options for Comprehensive Coverage

Choose the offering that best serves your customers:

Level I Remote Monitoring | Provides Level I monitoring alerts; notifies and escalates the incident to the reseller. Level I support is offered 24/7/365, including off-hours, weekends and holidays.

Level II Remote Monitoring | Provides Level I-II monitoring alerts; notifies the reseller and performs troubleshooting to remediate the incident. Level II support is offered 24/7/365, including off-hours, weekends and holidays.

Service availability, service duration and products supported vary within each option, but you'll always receive real-time reporting.

Additional Mission-critical Application Monitoring Available:

- **Active Directory Remote Monitoring** | Helps your customers manage the identities and relationships that comprise their network environments
- **Antivirus Remote Monitoring** | Monitors IT security and antivirus applications for software outages or missed signature updates
- **Backup Monitoring** | Ensures that your customers' data-backup procedures occur on schedule and without failure by monitoring backup applications
- **Database Remote Monitoring** | Monitors critical database applications for adherence to set performance-counter parameters and up/down status
- **E-mail and Calendar Remote Monitoring** | Monitors e-mail and calendar reporting tools, such as Microsoft Exchange, for up/down status, replication and queue information
- **Web-services Remote Monitoring** | Enables monitoring of a server's web-services applications for up/down status, replication and variation in performance counters

SALES CONTACTS

For more information about Ingram Micro Seismic NOC or any of the other hosted options available through the Ingram Micro Seismic Virtual Services Warehouse, visit www.ingrammicro.com/seismic, call the Ingram Micro Services team at (800) 705-7057, option 5, or e-mail services@ingrammicro.com. For the Ingram Micro Services team in Canada, call (877) 755-5002, option 1 or e-mail services@ingrammicro.ca.

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