

# Enterprise System Management



## / Systems Management

Tailored to your needs.

Through the use of in-house developed open source monitoring solutions, Bull has created a methodology for proactively monitoring and responding to alerts from your Enterprise Infrastructure.

Bull's Enterprise Systems Management Service (ESMS) is designed to proactively monitor the areas of your Enterprise Infrastructure that are vital to your business and identify potential issues before they become problems. The service is delivered independently from your enterprise infrastructure and can be presented as a freestanding service or a component part of a much wider service.

Each customer has differing needs and will need a systems management service that is in some way bespoke to them. To accommodate this, the Bull transition process includes an audit of the infrastructure to identify the scope of the proactive monitoring necessary and the implementation of the monitoring and alerting solution.

Where a customer has already invested in the implementation of monitoring tools, Bull can identify how the existing tools can be integrated with the Bull tools to provide enhanced monitoring and alerting. The output from the monitoring and alerting is used to initiate activities to maintain the system's availability.

As part of the bespoke service, the customer may choose to retain responsibility for the correction of some types of issues where, for example, there is a specialist application. A Service Level Agreement is developed to document the roles and responsibilities that the customer and Bull have in responding to the output from the monitoring of the system.

Foreseeable problems and the standard activities to resolve them are identified and scripted to action automatically.

## / Service Level Management

- SLA compliance reporting to an agreed level for the in-scope components of the infrastructure
- Agreed regular meetings to review performance reports and the performance of the service
- Feedback for the continuous improvement process

The monitoring system can be configured to automatically generate trouble tickets for the service desk to log and report on in addition to raising an SMS alert, where appropriate, to escalate a problem.

Where the Enterprise System is hosted in a Bull Data Centre within the virtualised environment, Bull is able to offer a very high level of availability through the fault tolerant infrastructure in conjunction with the proactive Systems Management Service.

## / Further Details

For further details please contact bull at:

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Or call us direct on:

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