



SERVICE PROFILE

VSM FOR INFRASTRUCTURE





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Peak performance for IT infrastructure that underpins your business

Is your IT infrastructure a picture of health? Virsae Service Management for Infrastructure (VSM-IN) puts you in the picture.

Business runs 24x7. So why tolerate IT infrastructure that runs 23.9 x7? VSM-IN closes the gap, so your systems keep working and your workers keep communicating.

Use VSM-IN cloud dashboards and analytics to monitor and control every aspect of your infrastructure. Virsae alarms sniff out potential trouble and tell you how to respond, highlighting hotspots, 'danger' levels, and remedial action – so nothing breaks.

BUILT FOR SERVER MANAGEMENT AND DEVICE MONITORING

A simple sign-up process opens the door to VSM-IN cloud services that monitor Windows and Linux O/S servers and devices, including LAN switches, routers, Wireless Access Points, and almost any other connected device capable of SNMP.

Ideal for

- In-house IT engineers
 - Communications service providers
 - Communications technology integrators looking to develop new services
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VSM-IN FEATURES AND BENEFITS

Remote Access Concentrator

Need instant remote access to IT infrastructure – without the hassle of VPN, Dialup, and SAL?

Remote Access Concentrator is your instant connection, providing a single interface via telnet, SSH, RDP, and most browsers.

- Quick, simple remote access reduces connection times and helps engineers work faster
- A single remote access point for multiple servers, applications and generic devices simplifies management and reduces requirements for remote access infrastructure
- Simple dashboards and tools will get your support team up and running faster
- New simplicity and speed will reduce support costs

Real-time health dashboards

Live dashboards show you what's happening in your infrastructure environment. Performance, utilization, events and configuration – everything you need to know flashes brightly on VSM-IN health dashboards.

Simple graphic displays of both Windows Server and Linux Server environments show real-time and historic CPU, memory and disk utilization; network usage and performance; disk usage and performance; event log entries; process starting and stopping events; and configuration information, including software version, hardware, network information, bios, and serial numbers.





VSM-IN also captures and displays performance information for SQL Server IIS, and Hyper-V (host and client).

- Work with at-a-glance views of critical information that put you in the picture on the spot
- Pinpoint potential trouble spots and over-stretched capacity before it impacts systems performance
- Historic data assists forecasting and planning infrastructure upgrades
- Spend less time trying to locate problem root causes and focus on pre-emptive maintenance

Availability Manager

More than simply alarm monitoring, VSM-IN uses a sophisticated workflow engine to route the right alarms to the right people. Get the best of both worlds – pinpoint alarms that really matter and get the most appropriate engineers working on them fast.

- Alarm critical Windows events
- Receive, decode and apply customized work-flow to generic devices
- Consolidate data from different applications, servers and generic devices, and analyze service management data
- Initiate Ping tests
- Determine the health and responsiveness of individual processes within an operating system

Benefits

- Maintain agreed service levels
- Reduce costs related to maintaining specific service levels
- Impress customers with a better quality of service
- Reduce the number of critical incidents



ABOUT VIRSAE

Businesses around the world use Virsae's cloud-based service, Virsae Service Management (VSM), to keep their unified communications systems performing at their best - so their channels stay open, workers stay productive, and customers always get an answer.

LET'S GET STARTED

Learn how VSM-IN can make a difference to your business.

Contact Virsae, the cloud-native service management company that processes billions of UC and IT transactions every month.

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