KPC watch® by checkmk - Proactive Monitoring

Reliable monitoring of IT infrastructures

K&P COMPUTER®
Service- und Vertriebs-GmbH

PRODUCT INFORMATION

checkmk enables the monitoring of cloud infrastructures, hardware, operating system components, data centers, applications and complex server-wide processes - regardless of the size of your IT landscape.

The monitoring solution obtains its data from locally installed agents as well as via network-based requests with access to:

» Installed hardware	» Azure
» Local processes/services	» AWS
» Database systems	» Google Cloud
» Local log files	» Web server
» Network ports	» Application servers
» SNMP	» Firewalls
» W MI/CIMOM	» Storage systems
» Port requests for network service	» HMC Services

» Various cloud services (e.g. Kubernetes Cluster, container, object storage e.t.c.)

Monitoring Process

The monitoring agent reads the respective inventory (details of hardware, software, services, processes and parameterization) and stores this reporting information centrally.

The following operating systems are monitored:

» Windows	» Solaris
» Linux	» HP-UX/IBM zOS
» MacOS	» IBMi
» AIX/OpenVMS	» FreeBSD/OpenBSD/NetBSD

OUR SERVICES

» Reliable monitoring of:

  » Hardware

  » Operating system components

  » Applications

  » Data centers

  » Cloud infrastructures

  » Cross-server processes

» Custom reporting capabilities

» In-house or contract solution in
   accordance with SLA

» On-demand troubleshooting/debugging

YOUR BENEFITS

» Proven functionality

» Cross-system solution

» Individual development options

» Rapid implementation

» 24/7 IT support

» Transparent escalation mechanisms

» Customizable thresholds

» Graphically optimized interfaces

» Full service from one source
  (KPC watch by checkmk)

checkmk
SILVER
Support
Partner

The monitoring of further components is possible via the standard protocols (TCP/IP, CIMON, SNMP) and can also be implemented upon customer request, as well as the monitoring of complex workflows across system boundaries.

With the help of a clear web front-end and intelligent and customizable threshold monitoring, the performance data (throughput, fill levels, utilization) can be displayed as graphs, diagrams or tables.

For each monitoring value (check), it is possible to define dedicated thresholds, alerting and notification procedures, recipient groups, and alert periods for each check. You can choose to be alerted via email, SMS, Teams, Webex, or phone call when the defined thresholds are exceeded.

Appliance

The data collected by checkmk is consolidated on an appliance provided by K&P (based on Linux) for further processing for reporting purposes. The scope of the monitoring functions can be customized and expanded within the scope of customer-specific adjustments.

Monitoring-as-a-service (KPC watch by checkmk)

checkmk can be configured as an in-house solution for you, or K&P can handle the monitoring according to your specifications (KPC watch by checkmk). You determine the service level: for example, Monday to Friday (9/5), outside of your operating hours (e.g. weekends/holidays) or 24/7 - entirely according to your needs.

As part of the service provision, K&P provides monitoring, including incident management, around the clock through defined and transparent escalation mechanisms.

Upon request, our experts also take care of troubleshooting and fault resolution as needed.

CONTACT

Headquarters Germany
K&P Computer Service- und Vertriebs-GmbH
Berta-Cramer-Ring 10
D-65205 Wiesbaden
T +49 6122 7071-0
F +49 6122 7071-111
info@kpc.de · www.kpc.de

Headquarters Austria
Altmannsdorfer Str. 154-156
A-1230 Wien
T +43 1 52518-0
F +43 1 52518-31
info@kpc.at · www.kpc.at