How can Scale Logic provide this service?

Scale Logic provides 24x7 Isilon, IBM, NetAPP service already. We now are adding health monitoring for our own Genesis Platform through a 24x7 NOC. This service highlights the continued efforts in providing enterprise-class service and support to all our customers.

What products are supported?

Genesis Unlimited, Unlimited Hybrid, RX2, GDS, IAP servers, and HyperMDC servers

What is a NOC?

Network Operations Center monitored 24x7 with technicians that provide support and service via email or phone.

Are products in all regions able to be monitored?

Yes, this service covers our global install base including EU and North American installations.

If an issue is discovered by this automated service, when would the parts or service be done?

Scale Logic service teams would react depending on the SLA contract terms.

This comes with the product, but do I have to use it?

The beauty of the service is that you do not have to activate it, we do that for you. You can still fully monitor your solution using the old familiar ways.

What is the pricing model?

This service is included with any new Genesis Unlimited, HyperMDC or IAP purchase. There is no charge for this service. Each chassis S/N is entered into the Scale Logic system as part of your SLA and ongoing support contract.

When would a monitoring period end?

The service runs concurrently with the product warranty or service contract. SLA terms apply.

How does the health monitoring get installed, tested, and function?

- *Scale Logic works with customer site to establish monitoring heartbeat*

- *Scale Logic enters S/N into our Health Monitoring system*

- *Scale Logic monitors incoming alerts*

- *Alerts will come out to our NOC*

- *HMS opens a case on behalf of the customer, communicates that the case is open, and sends parts based on the support SLA.*

Can your health-monitoring service work through a proxy?

It behaves like other port 443 HTTPS/TLS traffic.

**Are there security concerns for turning this service on?**

Outgoing communication is over one IP 443 port. Some customer sites may have more secure networks and could potentially prevent remote monitoring.

What is the difference between health monitoring and managed services?

Health monitoring is only checking the health and reporting back if a certain HW or SW component reaches a threshold set in software. Health Monitoring is for enhancing the break/fix support of our products. Nothing is being "managed." In Managed services, actual IT management tasks, setup, and system administration tasks are added on top of health monitoring.

What is monitored exactly in the Genesis Unlimited, Unlimited Hybrid and RX2?

Critical functions of the Genesis Platform are monitored 24x7.
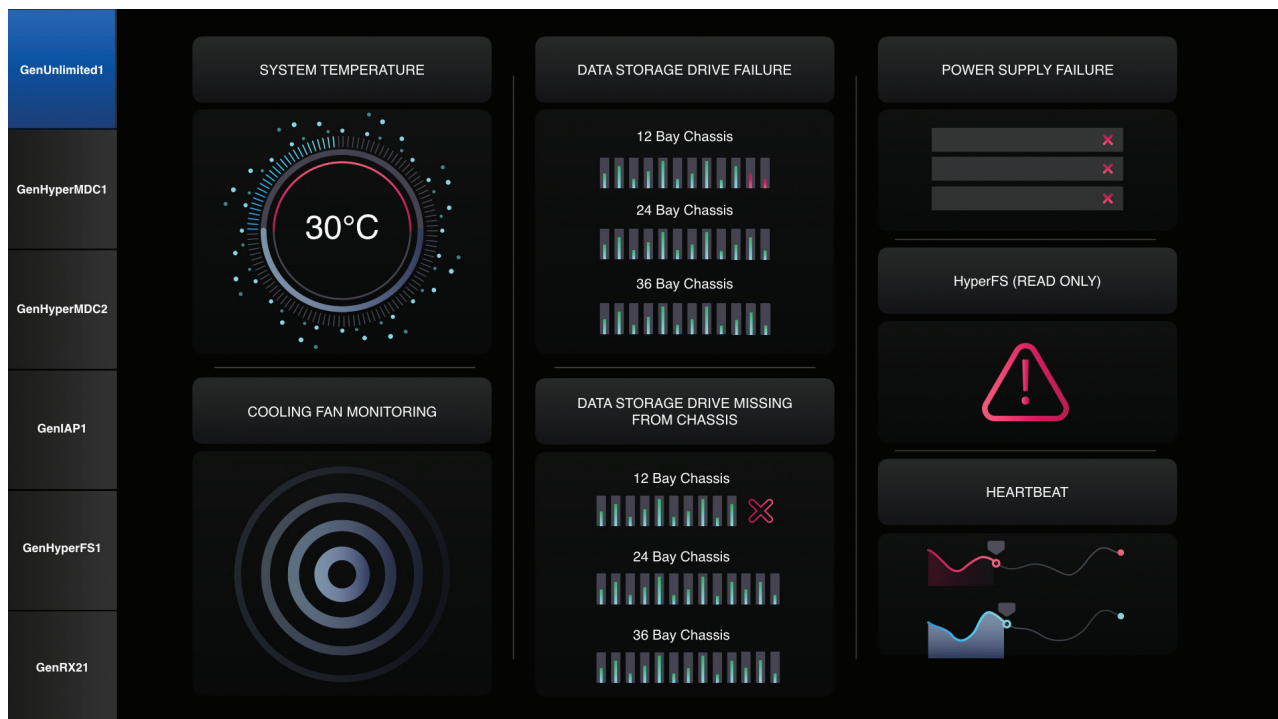
What products are not monitored currently but on a future roadmap plan?

Genesis NX and ZX are also on a plan for future support.