

Enterprises Elite Services



SmartEscalate Services

SmartEscalate services from CDI are designed to provide clients with a basic set of remote infrastructure monitoring and escalation services. Services are performed 24x7, 365 days a year by experienced, certified technicians, who use enterprise-class technologies and follow proven ITIL processes to ensure 24x7 uptime for servers, network devices, virtual instances, cloud and business applications.

System failures and outages are reduced with SmartEscalate services. CDI personnel monitor alerts, perform alert validation, triaging, and prioritization using best practices. If the alert results in an incident, a ticket is created and the incident is escalated to the client as per the current escalation matrix in place. Additional services include proactive antivirus definition updates. Agent technology also supports most platform and infrastructure hardware and software used by our clients.

Our SmartEscalate service capabilities include:

ENTERPRISE SMARTESCALATE SERVICE CAPABILITIES	SmartEscalate
24x7 Monitoring (Availability, Performance, Services, Interfaces, Bandwidth and Event logs)	✓
Alert Validation, Ticket Creation, and Escalation	✓
Antivirus Definition Updates Validated	✓
ThreatTrack VIPRE Bundled Antivirus (Included, Optional)	✓
Executive Dashboard (web portal), On-Demand, Weekly and Monthly Reports	✓

Sample technologies supported by CDI SmartEscalate include:

IT INFRASTRUCTURE	SAMPLE SUPPORTED TECHNOLOGY
Servers	Windows, Linux and UNIX (OpenSolaris, HP-UX); Cloud
Network	Aruba, Brocade, Cisco, Citrix, F5 HP/3Com and Juniper
Applications	Database (SQL Server, Oracle, MySQL), File management (SharePoint) Email (Exchange), Web (IIS, Apache) and Unified Communication (VoIP – Cisco, Microsoft, Nortel, Shoretel)
Storage Arrays	EMC, HDS, HP, IBM and NetApp
Storage Area Networks	Brocade, Cisco and Qlogic