

Maindec Advanced Remote Services – MARS

Remote Monitoring for your business critical servers and networks.

What is MARS

MARS is a service offered by Maindec Technical Support Group. It is a normal business hours remote monitoring/remote assistance service for our customer's business critical servers and networks. MARS consists of a MARS server and router (if required) being placed on a client's network and being accessible via an ADSL or VPN connection. This allows trained analysts to log in remotely, run routine health checks and perform **various tasks** as well as allowing **quick remote access to identify and resolve problems**.

Our MARS service can help you maintain a reliable IT infrastructure, that in turn will increase your business efficiency, staff productivity and reduce your IT costs.

MARS provides UNLIMITED telephone assistance relating to faults logged on Maindec supported applications during normal business hours on the MARS registered servers.

Periodic checks covered under a MARS agreement

Check that the hardware has not logged any failures.
Check of event logs/error logs or message files.
Additional tasks can be tailored to the client's requirements.

If a problem is detected with any of the MARS registered servers then a report will be generated from our findings and recommendations will be emailed to the nominated system administrator or support group. (For anything urgent a service call would be logged in the normal way)

How MARS works for UNIX servers

A MARS server is placed on the client's network and is accessible to Maindec Technical Support group via a VPN or an ADSL line. The MARS server will be pre-configured with a terminal emulation / X-server application allowing telnet/ssh access to the UNIX servers.

How MARS works for Windows servers

A MARS server is placed on the client's network and into the client's Domain but is accessible to Maindec Technical Support group via a VPN or an ADSL line. Our aim is to do as much remote diagnosis as possible from the MARS server but on occasion it may be necessary to control a specific server's console with appropriate connectivity software depending on the client's site requirements, e.g. VNC™/RILOE/RDP.

HP ProLiant™ - Early Fault Notification

If the client has HP ProLiant™ servers these can be configured with a Remote Insight Lights-Out Board (RILOE) and in conjunction with HP Insight Manager can be actively monitored by the MARS server, this will be configured to trigger an email notification/SNMP trap of any hardware problem to the Mars Technical Support Group.

How MARS works for Networks

A MARS server is placed on the client's network but is accessible to Maindec Technical Support group via a VPN or an ADSL line. Network monitoring and alert notification software will be pre-installed to aid routine checking and quick problem diagnosis.

Security

Each MARS server has two network cards installed. The MARS server is configured NOT to act as a router and therefore is NOT directly connecting the two networks but segmenting them. On the attached diagram this is shown as "Network Segmentation". Our analysts will connect directly to the MARS server and then onto the clients network.

Software Support

With each MARS registered server we offer UNLIMITED telephone assistance relating to faults logged on Maindec supported applications during normal business hours. MARS is an off-site service but should on-site assistance be required on out of contract items then this will be offered at our published daily rate.

Pre-requisites

Maindec will attend site and discuss in detail the requirements and complete a site survey including firmware revision levels and System service packs etc. This is to ensure that the server is up to the latest versions ready for the MARS service.

Maindec will supply the MARS server, plus router as part of the initial setup costs (These items remain the property of Maindec and will be removed if the MARS service is terminated).

The customer will make available a suitable secure location for the MARS server.

The customer will supply an IP address for the MARS server.

Prior to the MARS installation a VPN configuration or ADSL line must be made available.

(The customer is responsible for installation and charges relating on this line)

For HP ProLiant servers, the client MAY purchase the HP Remote Insight Lights-Out option. Maindec will install the RILOE cards but these remain the property of the customer and will be added to the maintenance contract.

Maindec will list those applications for which UNLIMITED support will be provided.

MARS is only available on Maindec maintained hardware.

MARS monitored server preparation tasks

Prior to accepting any server onto the MARS service Maindec will perform a preparation service.

This service includes performing a site survey to ensure that the assigned servers are compatible with the RILOE boards and that an appropriate PCI slot is available. Maindec will also be required to update the System ROMS / Option ROMs / Insight Agents and Operating System service packs etc prior to installing the RILOE. This is to ensure that the server is up to the latest versions ready for the MARS service.

How much does the MARS service cost

The charges for the MARS service are broken down as follows: -

- Installation of MARS Server
- Preparation of each monitored server
- Ongoing monthly charges for the MARS support services

Generally only one MARS server is required per site depending upon the number of monitored servers.

For each MARS server installed there is a one-off charge of £2,500. This installation charge includes the server preparation service for up to 5 monitored servers.

For each extra server that will be monitored there is an additional £500 one-off charge for the preparation work.

The ongoing charges are £100 per month for each monitored server for the monitoring service and the UNLIMITED telephone support.

Furthermore, as MARS is a remote service only, should on-site assistance be required (applying patches, firmware upgrades etc) then this will be done at our published daily rate. If required, Maindec will use reasonable endeavours to get a support person to attend site as soon as possible, but no response time is guaranteed. It is advised that the customer budgets for at least 4 visits a year to apply the necessary firmware and service pack updates.

Service Period and Payment Terms

The MARS setup fee and the annual support charge for the registered servers will be payable on completion of the installation of the MARS server and the RILOE modules. There is a 90 day cancellation period should the service be terminated. At the end of the 90 days Maindec will remove the MARS server and the network router from site however all the RILOE modules are the customer's property and will not be removed.

All prices are exclusive of VAT.

Contact Information

To discuss pricing your requirements further please contact:

Maindec Technical Support Department

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