

MONITORING AND MANAGEMENT AT A GLANCE

- » Dedicated Technical Account Manager and Technical Account Engineer
- » Monitoring and Management components fully hosted by Contour
- » Generated alarms are immediately reported to the customer and/or Contour's 24x7x365 NOC
- » Work with your Dedicated Technical Account Manager to define automated tasks and remediation actions based on defined thresholds
- » Automated patching of supported Microsoft Operating Systems and third-party applications
- » Optional anti-virus enhancement to protect workloads from malware and viruses
- » All traffic between Customer and Contour is encrypted



MONITORING and MANAGEMENT

Technical Overview

Contour Data Solutions takes a proactive approach to Monitoring and Management. Our process starts with a detailed discovery session to understand your current environment and requirements while taking note of future initiatives to propel your business.

Contour's highly-certified, 24x7x365 Network Operations Center (NOC) provides proactive monitoring, technical remediation, patch management, automation, and anti-virus protection for your entire environment. Prior to deploying our services, we conduct a thorough and proven on-boarding meeting to ensure we have set the proper expectations.

During the RMM deployment, you will work with Contour's services team to deploy software agents, adjust monitoring thresholds, determine patching schedules, and automate common maintenance tasks. Depending on your tier of services, Contour's professional services engineers will provide strategic insight and recommendations to achieve optimal performance of your environment.

Service	Silver	Gold	Platinum
24x7x365 Proactive Monitoring, Logging and Alerting	•	•	•
24x7x365 Troubleshooting		•	•
Configuration Management		•	•
Patch Management		•	•
Asset Tracking		•	•
Level 1, 2 Incident Resolution		•	•
Level 1, 2 and 3 Incident Resolution		•	•
Managed Workbook		•	•
Full Administration			•
Vendor Management			•
Dedicated Engineering Hours			•
Dedicated Technical Account Manager			•
IT Strategy Planning			•

Patch Management

During the onboarding process, we will work with your team to define the schedule and policies of supported Windows OS and third-party application level software patches.

Remediation

The Contour NOC will investigate alarms to determine the severity of the issue and escalate accordingly to the thresholds agreed upon with the customer. The Contour team will remediate the issue and implement a solution to prevent it from happening again in the future. Upon resolution, Contour will provide a detailed Root Cause Analysis to address why the issue happened and the steps taken to prevent it from happening again.

Connectivity Options

Contour's Enterprise RMM can be installed on any workload with Internet connectivity. All traffic between Customer and Contour is protected by SSL/TLS encryption.

Service Level Agreements

Response Time Objective (maximum elapsed time objective from receipt of alarm within Contour's alarm management system to customer notification): <15 minutes

contourcinch[™]

Dashboard for easy access and on demand reporting

cinch is Contour Cloud's proprietary automation platform, enabling self-service to easily create, modify and manage all of your infrastructure and cloud data. **cinch** makes it easy to find information, manage your account and instantly connect with your Contour team. **cinch** components include:

- **cinch Dashboard** provides a quick overview of your entire account. Instantly view all recent activity, including bills, reports and tickets.
- **cinch Solutions Center** provides real-time status of your active components, ability to manage your components and add additional components on the fly.
- **cinch Management Center** provides details on your individual Contour Cloud instances including IP addresses, hardware specs, inventory items, bandwidth usage and scale optimizer to set rules for potential traffic spikes.
- **cinch Security Center** provides you the insight to see all your security patches and KPI data.
- **Contour Cares Support** provides updates on existing tickets and gives you the ability to open new tickets and contact our support team.
- **cinch SLAs** provides real-time insight into your systems and whether or not Contour is hitting our agreed upon SLAs.