

# CLOUD AND INFRASTRUCTURE MONITORING SERVICES

## 24X7 PROACTIVE MONITORING SERVICES

Your IT infrastructure and cloud environments need round-the-clock monitoring so that any issues can be solved before they become a challenge. CSI's cloud and infrastructure monitoring services ensure that your workloads, applications, and infrastructure keep running without failure.

CSI provides comprehensive monitoring, compliance reporting, patching, troubleshooting and ongoing operational insights with incident response direct from our 24x7 Network Operations Centres (NOC) and Security Operations Centres (SOC) located in Birmingham, UK and Chattanooga, USA.

We know how important data security and data residency is, so we provide these services locally to UK and US clients, and leverage the same global policies aligned with services delivered from our country based operations and security teams.

### CSI's Cloud and Infrastructure Monitoring Services



#### Basic Infrastructure Monitoring

Basic infrastructure monitoring services cover:

- operating system
- compute
- storage
- network



#### Advanced Infrastructure Monitoring

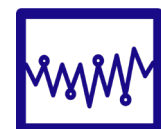
Advanced monitoring covers basic monitoring services, plus:

- cloud server monitoring
- cloud network monitoring including firewall, DNS, load balancers
- cloud native PaaS and FaaS services



#### Database and Application Performance Monitoring

Get complete visibility into application performance including the database level. Receive alerts when database thresholds are reached, key performance metrics change or our experts identify performance bottlenecks or peak load issues.



#### Log Analytics and Alerting

Rearchitecting the applications for PaaS and right-sizing the resources running an application.



GROW



SAVE



INNOVATE



PROTECT

## Benefits of Cloud and Infrastructure Monitoring

CSI takes care of patching, monitoring, and troubleshooting all backed by our rock-solid 24x7 SLA. Our cloud and infrastructure monitoring and security services provide a number of additional benefits, including:

- Reduced downtime and optimal security posture
- Remote monitoring
- Asset management
- Predictive maintenance
- Cloud management and Infrastructure as Code (IAC) orchestration
- Best-of-breed automation capabilities (spanning Windows, Linux, AIX and IBM Power Systems)
- Automation of repetitive operations and script triggers for proactively responding to events
- Active monitoring of utilisation and access times with continued 'right-sizing' of instances and uptime
- Pre-emptive and proactive health, capacity and resource usage tracking by different workloads
- Customised data collection, threshold levels, and notifications
- Real-time alert management and advanced AI Operations capabilities

## Why work with CSI?



**Best in Class Cloud Partners** - work with a certified Microsoft Azure, AWS, and IBM Cloud partner to accelerate your success with our longstanding expertise and commercial relationships with leading cloud solution providers.



**End of Support Migration** - help with migrations to upgrade from older technologies to newer versions plus ongoing support to take advantage of new product capabilities.



**Support** - personalised end-to-end support in planning, deployment and cloud migration assessment services coupled with a broad range of flexible services from managed infrastructure to fully managed environment support.



**Expertise and Infrastructure** - utilise state of the art IT infrastructure and the expertise of certified Cloud and Information Security professionals.



**Competitive Migration** - help with competitive migrations to move from high-cost traditional systems to more agile, lower cost solutions.

### CSI UK Head Office

CSI House  
2940 Trident Court  
Birmingham Business Park  
Solihull Parkway  
Birmingham B37 7YN

**T** +44 (0)800 1088 301

**E** [info@csiltd.co.uk](mailto:info@csiltd.co.uk)

**W** [www.csiltd.co.uk](http://www.csiltd.co.uk)