

# Max everest

**An Easy-to-Use  
Enterprise Infrastructure Management System**

**MAX Everest – Service Level  
Agreement**

## MAX Everest – Service Level Agreement

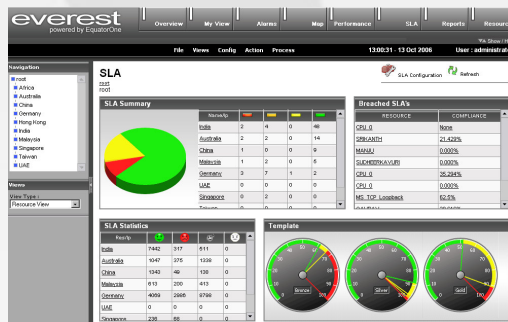
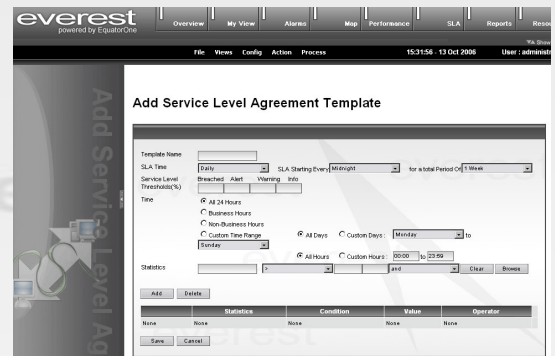
MAX Everest offers an integrated Network, System, and Applications monitoring solution that provides end-to-end advanced monitoring and managing capabilities to heterogeneous and often complex IT environments. MAX Everest's SLA Management module enables you to measure the quality of service, provided to you or by you, by calculating the SLA summary percentage based on the configured thresholds. Whenever there is degradation in service or a breach of SLA, MAX Everest sends alerts to the system operator.

### Key Features

#### Easy SLA Configuration:

MAX Everest allows you to add, edit, or delete your own Service Level Agreements. SLA Configuration gives you the flexibility to monitor SLAs according to your individual requirements. In addition, you can define the outage/maintenance period while configuring the SLAs, so that you can accurately monitor the SLA breaches.

The flexibility provided by MAX Everest allows you to change your SLA configuration at any time based on your requirements. In addition, it presents the SLA performance in comprehensive and easy-to-understand Reports and Graphs.



#### SLA Summary:

The SLA Summary shows the SLA statistics of the monitored devices. This summary presents an overview of the devices that are well performing and under-performing.

MAX Everest categorizes and presents the SLA statistics based on four levels of threshold value: Breached, Alert, Warning, and Information. The pie chart representation gives a quick understanding of well-performing and under-performing resources.

#### Breached SLA:

Breached SLA displays the resources in the monitored network that are under-performing, i.e., breaching the Service Level Agreement. It also lists the SLA compliance rate of the under performing resources.

#### SLA Statistics:

SLA Statistics displays current SLA details according to four pre-defined parameters, i.e., Conformance, Non-Conformance, Non-availability, and unknown and outage.

#### SLA Templates:

MAX Everest allows you to add SLA templates, which can be used at a later time. When you want to add an SLA, you can modify and reuse the SLA template. These templates will be handy and will save you considerable time.

### Key Benefits

- Define, edit, or delete Service Level Agreements based on your requirements.
- Measure the performance against the agreed Service Level Agreement.
- Get in-depth visibility into the performance of your IT Infrastructure.
- Know the under-performing resources beforehand and take remedial actions.
- Compare the performance of your devices against SLA and improve the customer satisfaction.

**About Equator One**

Equator One is a leading provider of IT infrastructure management solutions and mobile infrastructure that increase and optimize the performance and availability of mission-critical computing infrastructure.

Our comprehensive suite of solutions are designed to address the fault and performance requirements enterprises and new-generation service providers have. They proactively measure and manage the crucial infrastructure resources, and provide visibility and flexible mechanism for optimizing the business operation.

Based on an open, distributed and scalable architecture, our solutions provide a whole host of business, service level, applications and systems and network management capabilities.

Aside from optimizing your organization's IT infrastructure performance and availability in the Enterprise environment, Equator One's solutions deliver a high return on investments (ROI), and lower the total cost of ownership to our service provider customers, while allowing you to achieve maximum profitability. This is imperative in today's business context, where IT investments are tightly bound to business goals, and have to yield high business benefits to organizations.

Headquartered in Singapore, we have representatives in China, Hong Kong, Korea, India, Indonesia, Malaysia, Taiwan, US. Together with our partners, we deliver our innovative, best-in-class technologies to you around-the-clock.