

**The Nexus Monitoring Service (NMS™)
 Notification**

Proactive maintenance of a healthy network environment for your company

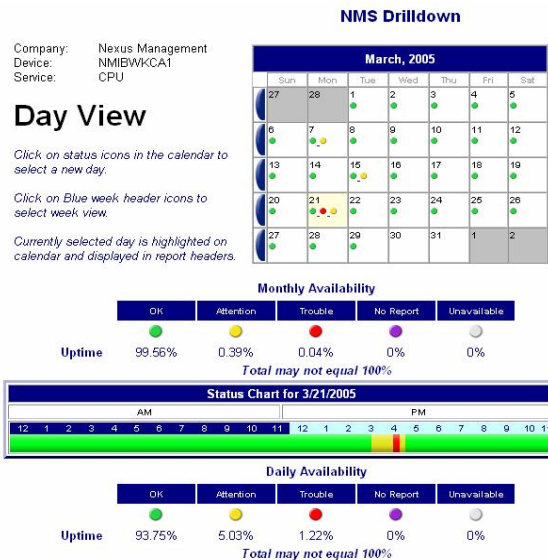
Wouldn't you like your company's servers to just always work? NMS will manage your network and computers and correct problems before they become an issue, so that you can get on with what you do best: your business.

Nexus Management is happy to introduce the NMS and Notification services. Together, they offer tremendous value in **proactively** maintaining a healthy network environment for your company.

NMS is a powerful Web-based monitoring platform. NMS simplifies the management of networks and computers. It features tests to notify our administrators when defined events occur. This facilitates proactive problem resolution and prevents critical outages. With NMS, our staff can visually assess the health of your network through a web interface. An intuitive color-coded representation of which servers are experiencing issues, allows us to quickly determine what areas need immediate attention.

NMS is able to monitor almost anything in your network. The product supports all common Operating Systems (OS), including Windows, UNIX and Linux. Our sophisticated Notification system based on time of day, machine or failed tests, is available for you to utilize.

A portal for clients is available on our web site to monitor the status of your IT infrastructure **in real time**. Historical information about status changes is stored and can be used to generate availability and service level agreement (SLA) reports. NMS functions 24/7 and cycles all systems on your Network every 5 minutes.



The monitoring process can be enhanced with NMS™ Notification. This system will automatically notify designated contacts via email or a pager. Custom rules govern who is to be contacted, during what time schedule, for what device, and for what process error. It has the ability to also

powered by people™

escalate the problem to a next level of contact, based on no acknowledgement received against the information received.

Available TCP/UDP Based Tests

- Connectivity via PING.
- CPU Utilization*†
- Disk Space Utilization*
- DNS lookups
- HTTP/HTTPS
- OS specific System Messages*†
- POP3 and SMTP
- Telnet.
- OS Specific Processes*†
- NT/W2K Services*
- NNTP
- LDAP
- SMB
- SSH
- FTP
- MRTG
- BMAP
- Exchange Monitor
- VNC

Reports

Although NMS has the ability to work with any of the TCP/UDP based tests and networking programs, for practical reasons it will limit the reporting to:

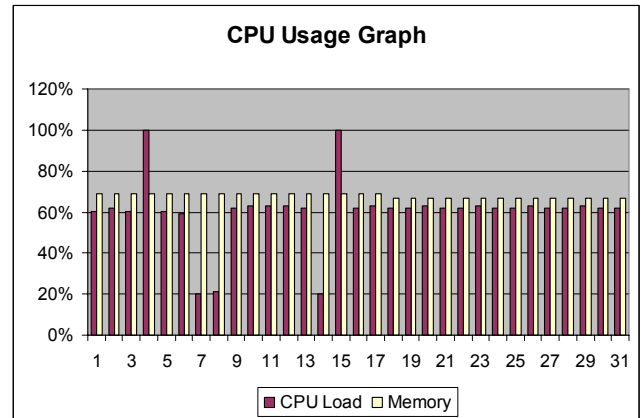
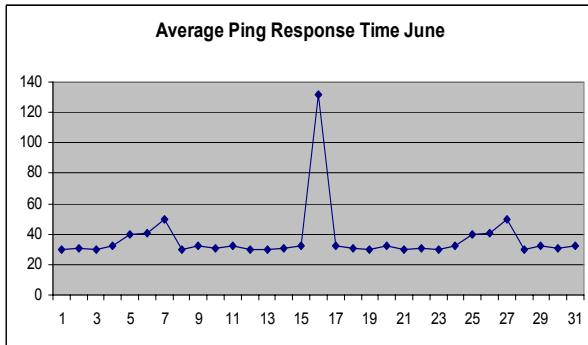
- Uptime based on connectivity
- Availability of each service

The reports allow you to look at each event on the system and to analyze these and look at the number of errors contributing to a problem.

Example:

Server NMIBWKTEST1

Uptime 100%



Outage Date

11th June 2005

Process

98.98 % SQL Server

Possible Causes

Aggressive Query
Runaway Process

Solution

More CPU
Restart Process

Client/Technician Dashboards:
 The Dashboard allows you direct, secure access via our web site:

n | **m**
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NMS Dashboard

Username: **jdusoe**
Company: **HNK**

Site	Device	CONN	CPU	DISK	HTTP	MSGS
HNKAMS	HNK_AMS_KPNQWEST_ISP	CONN				
HNKATH	HNK_ATH_INTRACONNECT_ISP	CONN				
HNKBCN	HNK_BCN_COLT_ISP	CONN				

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NMS Notify Message Manager

Username: **smortazavi**
Company: *** All Companies ***

Messages

ID	Object	Service	Eso. Level	Date/Time
39034	FLWBWIKWEB2	HTTP		9/27/2004 4:01:57 AM
40395	HNK_HOU_SAVVIS_ISP	CONN		10/27/2004 4:18:21 PM
40260	HNKBUDEXCH1	DISK		10/25/2004 4:21:16 AM