



SIM2K

Adapting Technology to Your Business Needs

SIM2K[®] Aware

Frequently Asked Questions

Here are some of the most frequently-asked questions about SIM2K[®] Aware to help you understand network monitoring and how Aware can work for your company.

What is SIM2K Aware?

This is a monitoring solution that will monitor your computer network's vital signs and the key devices that make up your network to proactively look for problems and help to quickly diagnose what may be going bad within the recesses of your network.

How does Aware work?

SIM2K will install software on the key devices you wish to have monitored, such as servers, routers/firewalls, PCs and even printers and other peripheral devices. This software "watches" the device, and reports back to a central point for Aware that gathers the data and analyzes it.

How do I know if something is going wrong within my network?

When SIM2K sets up Aware, we will also put some performance targets into the software. If any device crosses a threshold that indicates a problem, we will be alerted so that our Network Engineers can help diagnose and find a fix for the problem.

So SIM2K will do the monitoring?

Yes, we will add ourselves to the event notification list so that we also are notified when some or all events occur – such as your disk is running out of space or a device loses connectivity to the network. If you want or need our Network Engineers' assistance in resolving a problem we'll be happy to help. Many times we can do so without the necessity of an on-site visit with its resulting trip charge and associated delay. We have a variety of plans to cost effectively address most any level of support need.

What types of problems does Aware catch?

Depending on what device is being monitored, Aware will look for several issues. For example, Aware monitors CPU utilization; disk utilization; swap/memory utilization; virus definition updates and backup logs; connectivity and scheduled processes (things you want to run on your computer.) In addition, Aware provides a "generic" port-monitoring feature that allows users to track any network application that is associated to a specific port.

What is the cost for Aware?

Monthly monitoring of network devices start at \$50 each which includes servers, routers, firewalls, workstations and any other device you wish to monitor. Service packages are available to fit any budget. This is a 12-month agreement. However, if you believe that Aware is not right for your company, we request a 60-day notification before cancelling the service. Service is billed th monthly on the 15th and due upon receipt. A broadband connection to the Internet is required.

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FAQs

Do I get any technical support with Aware?

Support is not included in the monthly cost of Aware, but can be bundled into one of our service packages. It is designed to be a high value/low cost offering to monitor and report the state of important devices on your network. We have a group of skilled Network Engineers and Technicians available to assist you with any support issues and a variety of cost effective plans for doing so without breaking the bank. What we have discovered with Aware in our deployments is that it allows for two things that help keep your overall costs as low as possible. First, it can identify a potential problem before it is an emergency, and allow you to take actions that either minimize the damage or avoid the situation altogether. Second, if a problem occurs, it can help identify the source of the problem more quickly and accurately.

We already purchase SIM2K[®] Block Hours, can we use those to pay for Aware?

Yes, we can apply an appropriate amount of Block Hours to cover the cost for Aware monitoring.

Will this monitoring software interfere with my business activities?

No, Aware runs in the background of your network, and will not cause any disruptions to use of your business software. From time to time, SIM2K may connect to your network through remote access to install services, upgrades, or to perform other maintenance as needed to facilitate operation of Aware. If we believe that any work we do might cause an interruption in your business, such as needing to re-boot your server, we will inform you and schedule this work at a time when least disruptive, such as after business hours.

Isn't monitoring like "spyware?" Will you see any business information on our network?

No, Aware only monitors the hardware and processes going on inside the device being watched. Its' purpose is to report on the state of the device and the programs it is running. We do not capture any files, e-mail or other traffic on your network, only verify that this information is moving across the network properly. Likewise, we monitor how much disk space you have used on servers and desktop PCs, but not the actual content. Your data is safe and protected with Aware.