

Forbes

Who's watching your mission-critical systems?

Automated monitoring minimizes unplanned downtime

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Foreseer® keeps an eye on Verio's® infrastructure

“Our goal is to provide 24/7/365 reliability to our clients,” says Joe Stephenson, Verio's Vice President, Data Center Infrastructure. “And that means being able to detect and deflect situations before they become critical.”

DataTrax system monitors equipment to avoid network downtime

When Verio, Inc, the world's largest Web hosting company and leading provider of comprehensive Internet services, embarked on an ambitious expansion program in 1999, there was no question that the company would install a state-of-the-art environmental monitoring system in each new network operations center as it was built.

“Our goal is to provide 24/7/365 continuous uptime to our clients,” says Joe Stephenson, Verio's Vice President, Data Center Infrastructure. “And that means being able to detect and deflect situations before they become critical.”

Verio selected the DataTrax Foreseer® monitoring system, which provides constant, real-time monitoring of all power, environmental, safety and security systems in a building or enterprise, regardless of manufacturer.

An online database for each monitored point and easy-to-use automated data analysis routines deliver up to three years of historical and trending information such as magnitude of events, cause/effect relationships and before/after impact analysis of site changes. These proactive management tools help Verio's staff identify dangerous patterns so that corrective action can be taken before a failure occurs.

Stephenson especially appreciates the global perspective that DataTrax provides and that all information can be accessed remotely via the Web. “No matter where I am, I can see what's happening at any or all of our data centers. If there's a problem, I can take a close look at what's happening at that specific location and take action to resolve the issue before it affects our operations.”



DataTrax multiple viewing options enable companies like Verio to monitor operational status globally or to focus in on a specific site or piece of equipment.

Whenever trouble – or potential trouble – is detected, a multi-level alarm system provides real-time information on the developing situation. Each monitored point is assigned up to four alarm thresholds – from routine maintenance alerts to system failure -- with specific instructions for handling each type of alarm.

Operational status can be viewed on an enterprise, site or equipment-specific basis.

According to Stephenson, DataTrax proved its worth during the California power outages. “The system kept us in a heightened state of alertness so that we could act more quickly and proactively when we had to go off utility. As a result, Verio stayed online and, most importantly, so did our customers.”



DataTrax - a proactive management system

DataTrax is a proactive management system that helps the IT, ISP and communication industries reduce unplanned downtime caused by the failure of critical power or environmental, safety or security systems.

Through a combination of software technology, data acquisition strategies and professional services, the DataTrax management system provides:

- ▶ Intelligent connectivity to critical support equipment and systems through the vendors' own protocols. Monitored equipment includes UPS, PDUs, generators, ATS, STS, DC power plants, power quality instruments, TVSS, AC units, chillers, temperature/humidity sensors, flow, etc. DataTrax also monitors stand-alone systems ranging from building management systems to battery monitoring, leak detection, fire suppression, fuel management and security.
- ▶ Proactive management tools, including an online database for each monitored point and easy-to-use automated data analysis routines that deliver up to three years of historical and trending information such as magnitude of events, cause/effect relationships and before/after impact analysis of site changes.

Alarm notifications can be sent to a variety of devices including wireless phones and PDAs.

- ▶ Comprehensive alarm notification including intelligent alphanumeric paging, email, multi-level alarm thresholds, user messages, SNMP outputs and complete event logs. Notification through wireless PDA devices and Web access ensures that this critical status information is available anytime, anywhere.

- ▶ Customized, advanced information screens can automatically access the online database. Information such as power density and capacity, environmental profiles and powertrain analysis can be viewed for both real-time and historical data.

DataTrax first released their power management system in 1988 as a high-level analytical tool to improve the quality and yield of semi-conductor wafer fabrication. As a result of input from customers' data center operations managers, who were charged with improving the availability or uptime of their systems, DataTrax was re-engineered into a powerful, effective tool that IT and data communications center managers can deploy to help keep their operations up and running.



DataTrax S y s t e m s

To compliment the DataTrax management system's strong data acquisition and analysis capabilities, the company introduced Foreseer®, a graphical user interface (GUI), that enables systems to be viewed on an enterprise, site or equipment-specific basis. Foreseer's client/server architecture is highly scalable to meet the size and requirements of any site. To ensure proper installation and configuration of each system, DataTrax offers professional services such as project management, site start-up, training and turnkey installations.

Today DataTrax, a part of Invensys Powerware, continues to provide IT, networking, process management, Internet service providers (ISPs) and telecommunication clients with products designed to maximize enterprise availability by managing mission-critical systems.



POWERWARE®

Power²

Invensys
Powerware
Solutions

Generator

No power
protection

Power is a critical link in any business. Without quality power, business halts.

When your network has power interruptions, critical data is lost, communications stop and this translates into dollars. Today's digital economy relies on the high 9's (99.99999% uptime) power performance offered by Invensys Powerware.

Invensys Powerware brings you the power management solutions you need to ensure your network is always up and running smoothly. One source - one solution for telecommunications and broadband applications including remote site monitoring, power management software, energy storage and network design and integration services.

- ▶ DataTrax[®] site monitoring
- ▶ Intergy[™] DC telecom powering
- ▶ Powerware[®] UPS
- ▶ Network integration services



And all this means one critical thing for you: reliability, to the power of 2. To learn more about how to protect your systems with one seamless solution, call Powerware at 877.PWRWARE (1.877.797.9273) or visit our Web Site at www.powerware.com