

Total Performance Management

Maximise your Uptime

Interxion's Total Performance Management (TPM) delivers a comprehensive array of services that monitor and manage your infrastructure, enabling you to leverage proven technology to improve availability and reduce costs. TPM's management tools track the status and performance of all your systems, instantly alerting Interxion's technical support team to any irregularities. Our rapid response protocols ensure maximum uptime for all your mission-critical applications.

Immediate, tangible benefits

Highly qualified engineers staff our data centres around the clock, and the TPM Web portal provides a real-time window on your equipment's performance. Cost savings and efficiency gains are just some of the immediate measurable benefits you'll derive from outsourcing your monitoring and management services to Interxion.

Maximise resources

In today's business climate, every company is looking for ways to reduce costs and improve efficiencies. With TPM you'll save on IT costs: your specialist IT staff can focus on development while we handle the upkeep. Interxion's support teams are on the job round the clock diagnosing, evaluating and executing pre-determined standard operations, including software upgrades and patches. We assume responsibility for the maintenance and operation of your hardware, operating systems and databases as well as the availability of your applications.

TPM carries out the functions usually performed by on-site database administrators and system administration staff.

Interxion's tried and tested monitoring software, in conjunction with highly trained remote technical staff, enable us to root out problems before they become crises.

Complete systems services in one package

TPM is uniquely designed to safeguard the reliable operation of your systems. Interxion ensures that all of your servers and databases are stable platforms for the critical information systems that rely on them. TPM supports all IP-based network devices,

Key benefits

- Real-time window on your equipment's performance
- Reduced expenditure on priced in-house technical personnel
- Secure technologies and procedures to protect sensitive data
- Unlimited scalability
- Predictable budgeting for specified services
- Guaranteed uptime for your Operating Systems, Applications and Databases

UNIX and Microsoft servers, Oracle and Microsoft databases, most Web server applications, e-Commerce applications, ERP applications, as well as bespoke applications developed in-house.

Service highlights

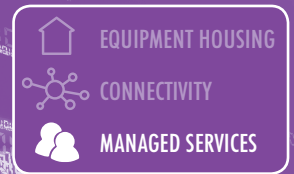
Highlights of the service include:

- End-to-end application availability management
- Guaranteed 15-minute response to every incident
- Backup and recovery management
- Proactive bug tracking and patch application
- Performance monitoring and system tuning
- Space management and capacity planning

Web portal provides real-time view

TPM gives you an inside view of every procedure performed on your behalf through your personal Web portal - providing you with

- Real-time information on the status of all your devices, hardware and software
- Complete ticket history with detailed notes for each monitored element
- Full-featured reporting module for all monitored elements
- Comprehensive procedures and knowledge base stored online
- Documentation on your installation profile, escalation procedure and detailed information on your personal customer profile.



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Your choice of service levels

TPM provides multiple levels of support that are customised to your unique requirements. You determine the level of Interxion's involvement – from simply notifying your staff to complete management of your systems and problem resolution. All levels include 24 hours a day, 7 days a week monitoring, with progressively advanced services.

Functionality	Watch	Solve	Manage
Unlimited Troubleshooting			✓
Performance Tuning			✓
Patch Application			✓
Vendor Coordinator			✓
Advanced Cause Analysis			✓
Performance Review		✓	✓
Patch Review		✓	✓
Monthly Review Meetings		✓	✓
Designated Primary Analyst		✓	✓
Limited Proactive Tasks		✓	✓
Basic Event Resolution		✓	✓
Escalation & Notification	✓	✓	✓
Event Validation	✓	✓	✓
Weekly Reports	✓	✓	✓
TMP Portal	✓	✓	✓
Monitoring Agents for Technologies	✓	✓	✓

Contact us

We will be happy to provide you with more detailed information about our hands-and-eyes services along with the full pricing options.

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Accreditations & Associations



Cofounder EMEA Chapter, Uptime Institute



Contributor Member, The Green Grid



ISO 27001 and BS25999-accredited Information Security Management & Business Continuity Systems



Contributor, EC Joint Research Centre on Sustainability



Patron of the European Internet Exchange Association

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