

Monitorpack

IT monitoring has never been easier

• Protect all your devices

Ecosystem for supervision

Monitorpack is the ideal Business Intelligence solution whether you are a company or an IT service center, to consolidate the real-time status of your IT and application environment, view alarms or automatically generate qualified tickets (contract number, severity, client name, site, application concerned, server, etc.).

Preventive supervision

Monitorpack is an IT monitoring and performance management software suite designed to help businesses monitor, diagnose and manage the health of their IT environments, including servers, applications, databases and devices network by ensuring optimal performance, high availability and increased system resilience.

Automatic generation of qualified ticket

Monitorpack dynamically creates tickets classified by severity, by contract, by customer, by site in any solution on the market such as ServiceNow, GLPI, Zoho Desk, Zen desk, ITSM, Microsoft Helpdesk 365 or Dynamic 365.

Reports and dashboards

Monitorpack consolidates and makes available to customers around a hundred reports allowing you to communicate with both the technical department and managers, thus sharing statistics, availability rates, incidents by application, by customer, by contract, etc... Dashboards providing relevant information that will help you make the right decisions.

Microsoft Azure subscriptions

Monitorpack offers you a SaaS subscription integrated into Microsoft Azure which allows you to remove all infrastructure and on-site deployment costs from your data and dashboards for monitoring and maintaining your IT infrastructure.

<https://monitorpack.net/azure-power-subscription>

Unique supervision system

Monitorpack Discovery, Guard and SNMP are monitoring modules without deployment and without agent which controls everything that has an IP address, such as smart socket, camera, cash register, smart battery, badge machines, etc...

The Monitor pack Discovery module provides a discovery tool capable of detecting all devices. Monitorpack has no limiting libraries or probes and controls all performance counters, shares, printers, Windows services, processes, TCP ports, Event Viewer or SNMP OIDs.

https://youtu.be/HtJ138Kfj_w?feature=shared

Monitoring of application environments

Monitorpack manages complete mapping of application environments such as Active directory, SQL Server, Exchange Server, file servers, application servers, etc. in order to determine critical thresholds and production stoppages, provide detailed reports including the availability rate, the type of problem, the type of incident up to the incident itself and the generation of the ticket.

Video presentation of monitoring an Active Directory forest environment:

<https://youtu.be/JhfFloGO5J0?feature=shared>

Possible architecture levels

Monitorpack provides multiple architectures integrating all Microsoft solutions from the fully installed on-premises solution to intermediate solutions using Microsoft Power BI gateways up to the Azure SaaS solution.

Quick overview of Monitorpack report consolidation architectures

<https://youtu.be/tlldZgsqIrM?feature=shared>

Our solution architects, engineers and partners

Our engineers and partners support you for remote or on-site services. We offer one to two days of services depending on profile, in order to define the architecture that suits you, deploy the solution, configure security, implement basic management and provide you with advice and training.

Support solution

We provide support included in our licenses in French and English which you can access by creating tickets.

- English support portal <https://monitorpackus.zohodesk.eu/portal/en/signin>
- French support portal <https://monitorpackfr.zohodesk.eu/portal/fr/signin>

If you would like to discuss it with us, see a presentation of our solution, contact us to find out more:

<https://outlook.office.com/bookwithme/user/87099ce9c7544974890e99af35e47eff@monitorpack.com?anonymous&ep=plink>