

With today's ever-changing priorities and technologies, setting a course for success in your IT environment isn't easy. It's hard to keep the ship on course with so many servers, applications, endpoints, hardware and software updates, and security concerns. With FirstLight, you have a competent co-pilot at the helm to monitor your entire infrastructure's performance. FirstLight offers sophisticated capabilities for turning extensive monitoring data into intuitive insights that help our customers better understand and optimize infrastructure performance and service levels.

Comprehensive Infrastructure Coverage:



- **Servers** – Linux, Windows, Unix, Citrix Xen, VM



- **Virtualization** – VMware, Microsoft, Citrix, IBM, Oracle



- **Applications** – Microsoft Exchange, SharePoint, Active Directory, Microsoft IIS, Citrix, SAP, and many more



- **Databases** – Oracle, Microsoft SQL Server, Sybase, MySQL, DB2, Informix and more



- **Storage** – EMC, NetApp, Dell, HP



- **Network/Connectivity** – DNS, DHCP, LDAP, SNMP, routers, switches and traffic



- **Security** – Firewalls, IPS, Cisco, Juniper, and more



- **Hardware Asset Management & Support**

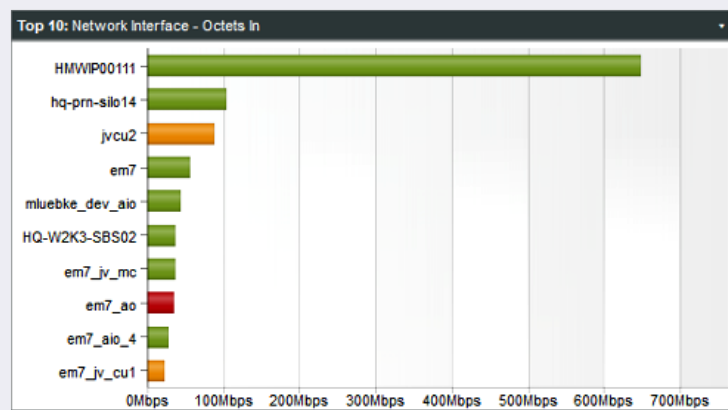
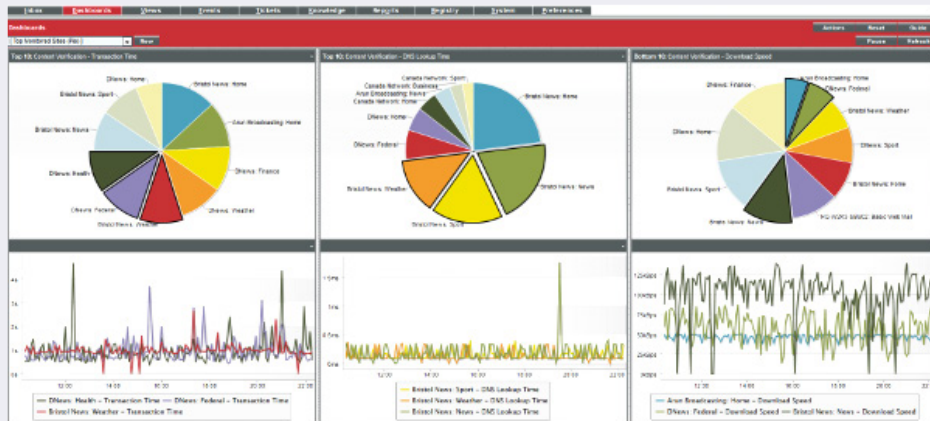


- **The Public Cloud** – Amazon AWS, Azure and many more popular SaaS offerings

Whether you require basic monitoring or more advanced functionality, we can deliver the capabilities required—quickly, with no up-front investment or effort required on your part. FirstLight monitoring services feature all the characteristics enterprises need:

- **Comprehensive** – Enabling complete infrastructure coverage at a granular level
- **Scalable and Resilient** – Accommodating massive volumes of monitoring data from across an enterprise, ensuring uptime of critical monitoring services.
- **Sophisticated Reporting** – Ensuring monitoring data is timely and actionable.
- **Dynamic Alerts** – Be the first to know!
- **Optimize Operational Efficiency** – Get insights you need to optimize resources, planning, and investments.
- **Boost Service Levels** – More effectively control the performance of the critical services on which your business relies.
- **Rapid Time to Value** – Realize benefits in days rather than quarters or years, across all computing environments.

A single pane of glass approach – for better perspective and insight into your business.



- Simple, affordable, common user experience platform
- Easy to deploy
- Intuitive infrastructure monitoring portal
- Dashboard with status of customer environments
- IT assets inventory and assessment
- Monitoring, alerting, and reporting

Benefits of working with FirstLight:

- Ability to show health of ALL devices on network
- Visibility into public cloud environments
- Single solution monitoring service
- Multiple site monitoring capabilities
- Create differentiated services with various tiers of accessibility
- Certification and compliance – SSAE 18 compliant
- Security – FirstLight infrastructure is secured through physical security monitoring, firewalls, intrusion detection mechanisms, and more
- 24x7 customer technical support