

Campus monitoring

See the campus. Know who responds.

Bring servers, firewalls, switches, access points and other supported devices into one monitoring plan. Keep service checks separate, connect signals to dependencies and give each alert a clear owner.

GOOD FIT

Infrastructure teams that need wider visibility, less alert noise and a dependable response handoff.

Scope

Devices, services and monitoring data - Agree the devices and separate service checks to cover. Connect supported SNMP, syslog or other integrations, with approved read-only access and clear data-handling rules.

Useful alerts - Map dependencies, thresholds, maintenance windows and suppression expiry. Distinguish actionable failures from transient noise.

Routing and response - Agree who receives alerts, severity, acknowledgment targets and escalation. State who may make fixes and whether on-site help is included.

Operating review - Review coverage gaps, repeated alerts, capacity and unresolved incidents. Maintain runbooks and shift handoffs.

WHAT YOU RECEIVE

- Device and separate service-check register
- Dependency and escalation map
- Threshold and maintenance rules
- Alert runbooks and shift handoff
- Coverage, noise and capacity review

YOUR TEAM PROVIDES

- Supply the device and service inventory and owners.
- Approve monitoring access, data collection and test windows.
- Name who may change or physically service devices.

HOW WE CHECK THE RESULTS

- A test event reaches the agreed queue and owner.
- Upstream alerts suppress only the intended noise.
- Maintenance suppression expires as agreed.
- An inventory sample shows no unexplained coverage gaps.

AGREED BOUNDARIES

- Configuration changes beyond the approved response scope.
- Availability guarantees for customer or ISP services.
- Human 24/7 triage unless selected and staffed.
- Hardware replacement or on-site work unless quoted.

Service scope and pricing

Monitoring is scoped per monitored device per month, with service checks counted separately. Agree the service minimum, data retention, coverage and response work in the proposal.

DELIVERY FLOW

MAP / CONNECT / TUNE / OPERATE