PROACT

Monitoring Platform as a Service

A single pane of glass for cloud-based monitoring of your entire IT environment.

Our values

- **Integrity** means that you can depend on us, our solutions, our principles and our actions. We navigate by our own compass based on honesty, trust and transparency
- **Commitment** is the foundation of all our relationships. We formulate clear goals and keep them in focus, always keeping our customer's needs in mind
- **Excellence** is what we contribute and what we build with. Excellence is our essence and with decades of experience under our belt, we have the wisdom to apply it well

Leverage AI in your monitoring and gain holistic insights into the performance of your IT environment

IT environments are often monitored in silos. Frequently, there is little visibility between these silos and many times no overview of interdependencies is available. This leads to lengthy and complicated identification of the root cause of an incident in your infrastructure which impacts users, customers and your business. Furthermore, having different monitoring programs for each silo frequently results in excessive, fragmented and redundant information with which it is difficult to build a complete picture of your environment.

Proact's Monitoring Platform as a Service (MPaaS) provides you with a single pane of glass to monitor your entire IT environment. It gives you the tools you need to gain valuable insights and reduce costly, lengthy investigations into issues.

What is Proact's MPaaS?

Powered by LogicMonitor's technology, our MPaaS leverages AIOps to make monitoring easier, less time-consuming and bespoke to your organisation's needs.

It puts the data it collects about performance into context, so that you can use it to make decisions and proactively identify causes of potential issues before they actually occur. It also uses deep learning to establish and determine what is normal within a given IT environment and which changes or events should actually result in an alert. In this way, the number of alerts in daily operations is decreased and attention around the issue at hand is increased. And our MPaaS is ideal for the quickly developing IT environment, as the platform can periodically scan the network for new devices and add them, including initial population and grouping — saving you time spent on manual configuration.

Why Proact?

We deliver our MPaaS in close partnership with LogicMonitor, an expert in AI-powered monitoring and the developer of the platform. Dedicated or shared platform options are available. Furthermore, you'll have local language support for use of the platform at your single point of contact for any support you may require or questions you have.

Service desk
Named individuals from your organisation will be able to access support on the platform itself and its usage via the self-service portal, by calling or by emailing our 24/7 local service desk. We'll log requests as they come in and act on them as soon as possible and within our response time SLAs.

A partner you can trust
We are committed to delivering ever-improving customer experience. We behave according to our values of integrity, excellence and commitment. We're known for our "can do" attitude. And the service you receive from us is subject to regular reviews.

AIOps features

An AI integration within the platform sets it apart from others of its kind. Deep learning analyses the behaviour of the components being monitored to perform useful, time-saving tasks. Here are just some of the functions made possible by the AIOps functionality:

Early warning system:
Warning signs occurring before deviations and anomalies in performance can be established through machine learning based on device performance patterns, meaning your IT team will be warned when such symptoms occur. With the help of integrations or scripts, warnings can even cause actions to be taken that will prevent or hinder the issue from becoming a bigger problem.

Device dependencies:
After adding a new resource to be monitored within your environment, The Logic Monitor Collector can begin collecting device metrics about these devices right away. It can also automatically identify dependencies between devices in your environment. So when something fails, the platform identifies which element had a problem. This makes it easier for teams to begin troubleshooting more quickly and effectively. Furthermore, alerts are only sent out for what is determined by the platform to be the probable root cause of the issue — alerts for dependent devices are bundled and marked as secondary alerts, resulting in fewer alerts that all point to the same problem.

LogicMonitor's Collector makes security a high priority. It retrieves data from only the devices you assign to it. This data is then encrypted and sent back to the servers at LogicMonitor over an outgoing SSL connection.

Forecasting:
Similar to the other features made possible by the AI component of the platform, by learning how your monitored infrastructure performs over time, algorithms can be applied to predict future behaviour as well. This forecasting offers benefits when it comes to planning and management, as it can provide insights about full resource usage as well as potential incidents and/or outages that may occur in the future, based on historical and current data. This in turn enables your team to be proactive and start making changes or moving data before things become problematic — such as a device's capacity becoming full, for example.

Dynamic thresholds:
The platform learns what's normal in your environment over time. This equates to alerts only being sent in the case of true anomalies, and thereby reducing the total number of alerts your team receives. It also means your IT team needs to invest less time in manually setting and maintaining thresholds.

Benefits

Single pane of glass
Instead of vendor-specific monitoring tools that only manage a subset of critical devices (and thereby handle them in silos), our MPaaS provides you with an overview of your entire IT environment within one platform.

Supports cloud-first strategies
Our platform integrates fully with all major public clouds and, following the multicloud approach, consolidates public and private clouds along with on-premises environments into a single pane of glass. Furthermore, the platform itself is cloud-based, thereby further advancing this strategy.

Enhanced speed and simplicity
No additional hardware is required for this solution, and you can install it yourself or let us help you. Aside from providing credentials, no manual configuration is required, either: The Collector is able to discover, map, and set baselines for complex and distributed infrastructure automatically and within minutes.

Single point of contract
You will do business with your local Proact office, meaning all contracts will closed based on local legislation. Additionally, your key contacts will speak the local language. And we will bill you in your local currency.

GDPR compliance
Our platform maintains, stores, processes and uses all customer data in alignment with EU General Data Protection Regulation (GDPR) requirements. When stored, personal data is minimal and incidental, and serves alert delivery and audit logging purposes only. Additionally, device access credentials are never written to disk, only encrypted and stored exclusively in memory.

Advanced AIOps features
Thanks to its AI integration, the platform can detect anomalies, identify relationships between connected devices and forecast future trends to provide you with valuable insights and thereby simplify monitoring.

Noise reduction
Because AIOps can identify and analyse issues as well as identify relationships between devices, the number of total alerts received by your IT team can potentially be reduced. This is because duplicate alerts are eliminated as a result of recognised interdependencies, meaning alerts are only received for what is determined to be the problematic element within the environment. Your team is also highly likely to receive fewer warnings, because dynamic thresholds set by the platform can establish what is normal, thereby generating more relevant alerts/warnings.

Single point of contact
Our local service desk will be your single point of contact for any questions you have or support that you require regarding the use of our MPaaS. As users of the platform for our own environment, we at Proact are highly knowledgeable about its use.

Data retention
Data held within the service will be stored in the shared platform for two full years, enabling historical trending and deep learning based on a full set of data. This also makes it possible to more easily evaluate quarterly and/or yearly loads, as well as report on yearly usage.

How is it secured?

The platform was built from the ground-up with security in mind.

All potentially sensitive data (such as hostnames, IP addresses, SNMP community strings, API passwords user information, etc) are treated with the utmost security. The platform encrypts these elements with industrial-strength AES encryption using the strongest possible key size (256 bits). Encryption keys are unique per-customer and generated in-memory such that they are never stored to disk.

Any access to the platform — whether via a web browser, APIs, or a Collector — is conducted exclusively over HTTPS using Transport Layer Security (TLS) encryption. TLS is a cryptographic protocol that is designed to protect against eavesdropping, tampering, and message forgery. The platform supports the most up-to-date version of the protocol (TLS 1.3), long encryption keys (2048-bit), and strong ciphers. All data ingested and processed by the platform — metrics, logs, configuration data, etc. — enjoys these strong protections.

User accounts are authenticated to the platform using secure 2-factor-authentication. Once authenticated, end-user access is controlled by a sophisticated role-based access control (RBAC) system. Default roles are built on a "least privilege" model ensuring only you can see the data you are meant to.

Proact maintains comprehensive audit logs that detail essentially all material activity within your How is it secured? account and will be fed into our SIEM platform monitored by our SOC.

We work with the vendor to ensure the platform security is regularly via third-party penetration testing. Any collector upgrades are controlled by Proact and not automatically pushed out allowing validation prior to roll-out

....and of course we will continue to adhere to our own security best practices which are IS27001 certified controlled utilising our 24x7x365 Security Operations Centre and SIEM services.

Software upgrades

Upgrades in monitoring platform come in three forms:

- Platform Upgrades
- Module Upgrades
- Collector Upgrades

LogicMonitor use QA processes and test across many non-production systems prior to release. Proact control the upgrade process and will test any upgrade in a staging area prior to moving into a live state.

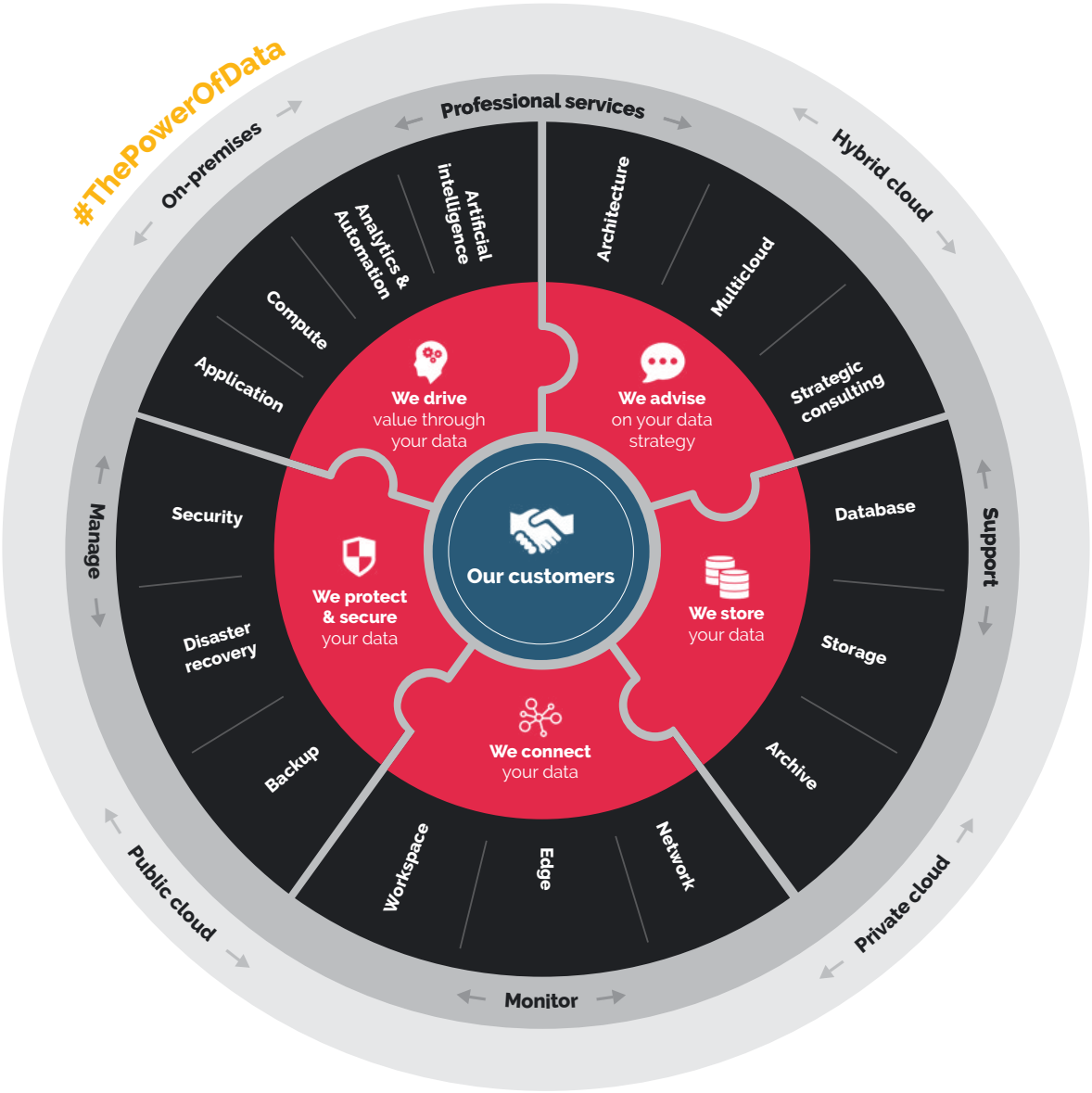
Our MPaaS is ideally suited for organisations who:

- want to be knowledgeable about the monitoring of their own IT infrastructures but lack the tools to gain holistic visibility into them
- already have monitoring in place, but are looking for a less fragmented, more unified solution
- are interested in receiving fewer, but more valuable alerts
- are interested in receiving more targeted alerts
- are interested in faster troubleshooting want to better understand what is happening throughout their entire IT environments
- do not want to rely on individuals to escalate an incident and would like for this to occur automatically
- are looking to adopt an AIOps way of working with IT operations
- want to reduce or completely avoid finger-pointing when issues occur

If you are interested in environment insights, but do not wish to act upon alerts yourself, this is something we are happy to do for you. Check out our Service Management offering.

If you would like more information or are interested in a POC, please contact us today at **info@proact.eu**

What else can we help you with?



What do our customers say?

Read our **Case studies** on our website.

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