

superna®

DR Monitoring Subscription Services



Superna Eyeglass®

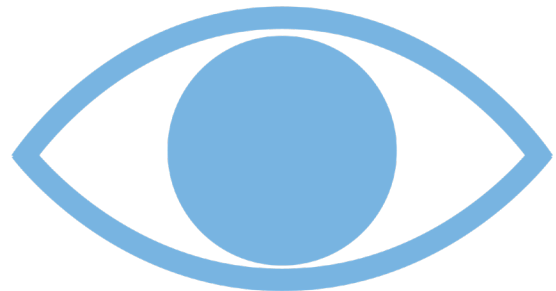
Superna is introducing a subscription based monitoring service that uses Superna Eyeglass enhanced phone home feature to automate continuous DR monitoring from a Cloud service.

DR Readiness requires specialized IT skills and tools to maintain all aspects of DR readiness, so that failover can be executed at a moment's notice. DR Monitoring is a frequently overlooked area that requires specialized skills to determine readiness and root cause issues. IT staff with day to day priorities and projects frequently do not have time to respond to each and every alarm for devices that are part of critical systems.

- Readiness status is analyzed for a subscribed appliance multiple times per day.
- Any significant change in your infrastructure that affects DR Readiness triggers appliance automatic log submission without administrator assistance.
- DR Readiness alerts for managed appliances are diagnosed 7/24 hours with root cause, steps to resolve and pro-active support case and webex meetings to correct issues.
- Includes managed upgrade assistance service

Key Values

- Continuous monitoring reduces business risk for unplanned DR events
- DR Subject matter experts review readiness errors 7/24 with plan to remediate
- Reduces unplanned outages with proactive cluster monitoring
- Free IT staff time from maintaining Superna Eyeglass DR software and assessing release fixes and patches againsts your environment
- SynclQ performance monitoring on



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