

Get the most out of your BES

BlackBerry.

Proactively manage your **end-to-end** mobility services from the **BES**, to the overall **messaging and collaborative** infrastructure



GSX Monitor & Analyzer Premium Edition BlackBerry Enterprise Server

GSX Monitor & Analyzer is a completely agentless, intuitive monitoring and reporting solution that enables administrators and IT managers to ensure the performance and availability of BlackBerry Enterprise Server, Microsoft Exchange, Office 365, Lync, SharePoint and IBM messaging & collaboration applications. **GSX Monitor** provides real-time monitoring from a single user interface, allowing issues to be identified before they impact the end users.

By simulating user activities, you can determine the level of service being delivered to your customers. Customizable alerts warn you when service levels reach predefined thresholds, so that remedial action can be taken before users experience a problem.

Working in tandem with **GSX Monitor**, **GSX Analyzer** provides extensive analysis and reporting features, automated trend reports as well as forecast on availability, performance and usage of the infrastructure.

BENEFITS

- ▶ Have access to all your Microsoft, IBM and BlackBerry collaborative environments from a single interface
- ▶ Manage performance and availability with user simulation metrics
- ▶ Identify bottlenecks for proactive incident management
- ▶ Get statistics and automated reports to control the overall SLAs of your business critical applications according to predefined KPIs

GSX Monitor & Analyzer



Monitoring Features for BlackBerry

Overall BES Infrastructure Health – Identify any BlackBerry Enterprise Server issue at the system & service level. Alert on all BlackBerry services and critical system statistics. Health check and monitoring of the size of the SQL Backend in order to make sure that no issue can impact the end users.

BES High Availability management: Support of BlackBerry 12 Pool monitoring and reporting by checking the availability of Active Sync, SQL database and SRP connections. With **GSX Analyzer** you are able to report, trend and forecast these components on a daily, weekly or monthly basis.

End user connectivity & Active Sync monitoring & reporting – Identify communication issues between user devices and the BlackBerry Enterprise Server. **GSX Monitor & Analyzer** tests connectivity at every point to ensure that Blackberry services are actually provided to end user: Active Sync end point connectivity availability, end to end active sync scenarios from end user to servers with users synchronization, send mail, open folder, a.o. Real-time dashboard of BlackBerry User connectivity availability & statistics.

Availability and performance pre-configured alerts – Define availability and performance alerts for proactive incident management. **GSX Monitor & Analyzer** enables you to fully customize the way you want to be alerted in order to avoid false positives. Focus on real business impact issues and ultimately decrease your support & help desk costs. GSX also integrates with system monitoring tools like SCOM, BMC or HP to provide a single incident management dashboard.

Reporting Features for BlackBerry Enterprise Server, Messaging & Collaborative environment

GSX Analyzer is a consolidated reporting dashboard that easily manages the availability, performance and usage statistics:

- ▶ Automatic & customizable trend & forecast reports on every environment & statistics.
- ▶ Consolidated statistics dashboard to track bottlenecks in your infrastructure.
- ▶ Automatic and periodical Alerts reports dedicated to incident management.

GSX Analyzer consolidates data from multiple GSX stations, allowing to easily compare the level of service that your infrastructure provides to your end users, all over the world.