



A Bluewave Group Company

Bluewave / GSX Solutions Infrastructure Framework



The Software Solution Experts

Purpose of the Partnership

Bluewave and GSX have come together to combine a world-class product with world-renowned expertise, to assist you in managing and delivering your business critical collaborative infrastructure.

We offer to come to your site, and combine the world's most popular collaboration monitoring tool with the extensive knowledge and experience of a long-standing and worldwide respected technical consultancy firm.

Having spent years working with their customers to assist them meet their availability, capacity and reporting requirements Bluewave understands that each company is different with different requirements and critical SLA's (Service Level Agreements) and Critical KPI's (Key Performance Indicators).

Identifying the optimum Domino or BlackBerry Configuration for stability, performance and cost efficiency can frustrate many IT Managers and System Administrators. Many companies are asking themselves basic questions:

- 1.What should we be watching?
- 2.From the wide array of information available, what should we monitor?
- 3.What are good performance metrics? What is poor performance?
- 4.What should we report and how often?

To further assist our customers in configuring and maintaining their unique collaborative infrastructure, we have come together and developed a flexible framework for service delivery that will let our customers select an extensive health check or select from specific, targeted categories based on their specific business requirements. These checks will be conducted by experienced consultants who will offer real world recommendations combined with industry best practice standards.

Your GSX software implementation will be tailored to ensure that you maximise your investment in your collaborative infrastructure and meet critical business availability requirements.

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1. Overall Report and Deliverables per Engagement:

Each Engagement module will provide:

Configuration of GSX suite to align with business needs of customer:

- Best practice GSX suite installation and configuration aligned with customer architecture
- Best practice log analysis/monitoring (Realtime/scheduled)
- Configuration of GSX recommended default monitor points and notifications
- Identification of Customer specific infrastructure KPIs and enablement of monitoring
- Implementation of Key points of failure identified, monitors and alerts
- Backup of monitoring configuration given to customer
- Custom tailored reports based on business user/SLA needs using GSX Analyser

1.1 Engagement report

- Documentation and details on customers GSX configuration
- Report outlining any findings
- If relevant, recommendations to improve the customers collaborative infrastructure

1.2 Closing Presentation and workshop

On-Site company presentation and workshop to review and discuss engagement deliverables and discuss any findings, recommendations and next steps.

2. Breakdown of Module Options for Services Engagement

A modular format has been created to let customers pick and choose areas of interest and allow them to target specific areas of their collaborative environment, if necessary. The modules can be delivered individually or as a combined overall report.

The modules available are the following:

- Messaging Environment
- Security
- Performance / Availability (server and database)
- User account management
- Sametime
- Blackberry Enterprise Server performance
- Domino HTTP server performance

While each engagement is tailored to meet each customer's specific requirements, critical areas shall provide the basis to build upon. Under each module the specific areas that shall be addressed in the deliverables are:

2.1 MESSAGING ENVIRONMENT

- Configuration of mailbox monitoring
- Configuration of SMTP probing, IMAP, POP3, LDAP (if required)
- Configuration of Monitor for key messaging statistics
- Configuration of Analyser for key messaging trend analysis
- Mail routing domain overview / Recommendations

2.2 SECURITY

- Core Security Alerts and Audits detailed and implemented
- Configuration of default security monitoring
- Configuration of notification / alerts for attempted security breaches
- Identification of critical/secure applications/servers and custom deep level security monitoring configured
- Review of domain/server security against industry best practices
- Identification of critical security gaps
- Encryption/ECL review

- Agent security review / id signer review

2.3 CAPACITY, PERFORMANCE AND AVAILABILITY

- Configuration of server/database response times / overall up time
- Configuration of alerts for availability
- Configuration of alerts for cluster availability
- Configuration of cluster up time
- Server capacity / .nsf statistic review
- Database usage and capacity requirement audits and reports identified and implemented
- Server scheduled agent review (performance, success, average runtimes)
- Key host server statistics (CPU, Paging, Memory, Disk performance) and bottleneck identification, future trend analysis
- Key usage metrics
- Domino task identification by resource consumption (e.g. indexing, amgr, chronos, adminp)
- Recommendations on server performance configuration

2.4 USER ACCOUNT MANAGEMENT

- Review of user account management process in customer site
- Configuration of ID Manager to align with operations team
- ID file management
- Group management
- Mail in database management
- Recommendations on user management

2.5 SAMETIME

- Review of instant messaging server configuration
- Usage statistic gathering (chats)
- Usage statistic gathering (meetings)
- Sametime cluster analysis configuration

2.6 BLACKBERRY

- Blackberry status / availability monitoring
- BES task monitoring
- Message threshold alerts configured
- License monitoring
- User / Device availability
- Key messaging statistics

2.7 DOMINO HTTP SERVER

- HTTP availability / site availability
- HTTP response times
- Access time configuration
- Up time monitoring
- HTTP server configuration recommendations
- HTTP security configuration
- Port configuration
- Caching configuration
- SSL setup / SSO configuration