

# Solace Event Mesh Monitoring & Alerting

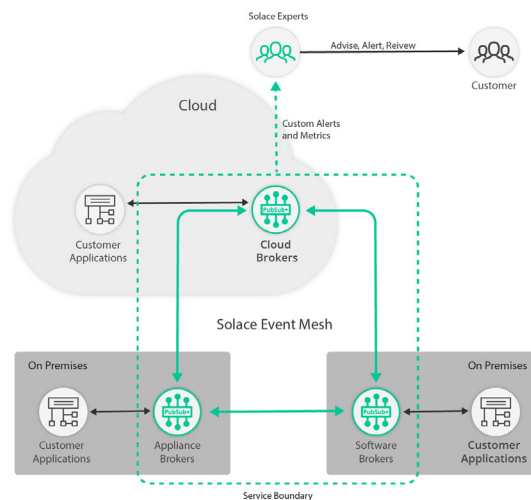
Solace Event Mesh Monitoring and Alerting services is a complete, proactive, worry-free service that ensures your event-broker estate – appliances, software and cloud services – are always available for the applications that rely on them so you can focus on your business.

Solace will make sure your event streams always get where they need to, anywhere in the world. Our Support experts

remotely monitor your brokers and ensure they are operating within designed parameters. In the event of an unforeseen issue – such as a queue becoming full or an unexpected change in message traffic – our team is immediately alerted, identifies the root cause and works with your operations team to make any changes required, often before any external applications are affected.

## WHAT'S COVERED

Event Mesh Monitoring & Alerting includes a team of global service support experts that respond to solution alerts and warnings, upgrades, and capacity analysis 24x7 for your production event mesh. It does not include broker configuration or day-to-day changes, which most customers are comfortably perform using the Solace management console or CI/ CD scripts, such as deploying new client applications, defining access controls, and configuring queues.



## Why Trust the Management of Your Event Mesh to Solace?

### PEOPLE

Solace has long been trusted by leading financial institutions and Fortune 500 companies to make sure their business-critical applications are available 24x7. The Event Mesh Monitoring & Alerting team draws upon that experience and is made up of Solace experts with in-depth knowledge of our brokers and who understand networks, interactions with applications, and more.

With this service our staff and their skills, including best practices and experience become your staff, reducing the resources you need to provision, monitor and maintain your Solace event broker estate, and lowering the total cost of ownership (TCO) of your overall solution.

### PROCESS

We watch capacity trends, intelligently set and react to advance warning thresholds. We are intimate with your product usage and issues, recommend upgrades to avoid problems and proactively identify and resolve issues before they affect your business.

### TECHNOLOGY

Our Event Mesh Monitoring & Alerting technology uses Solace's world-class SaaS capabilities to remotely monitor and manage Solace event brokers in any environment or location.

## Why Event Mesh Monitoring & Alerting?

- 15-min SLA compared to Standard/Essential Support
- Worry-free identification and resolution of any event-broker related issues that arise
- Improve uptime of business-critical applications that rely on event brokers
- Avoid lost revenue or reputation due to downtime
- Reduce TCO for your event streaming and distribution infrastructure
- Focus enterprise resources on business outcomes rather than event broker infrastructure
- Ensure event brokers and event mesh are set up and run according to best practices

## Plans and Duration

Available with Advanced Support Annual Subscription Plans.

This service designed as multi-year engagements that provide on-going support for your event mesh.

*“We run a lean organization, and at the end of the day it’s better for us to focus our resources on providing value to our customers rather than on setting and maintaining an event-distribution infrastructure.”*

*Event Mesh Monitoring & Alerting is like a white glove service for us, giving us peace of mind that the event mesh we rely on for our business is always running and able to send out the transportation and supply-chain management insights to our customers.” - Current Customer*

## How it Works and What it Includes (and doesn’t)

The Event Mesh Monitoring & Alerting service follows a two-stage process that starts with assessment and onboarding, followed by ongoing monitoring.

### ASSESSMENT AND ONBOARDING

Assessment and onboarding is a 2-week procedure, during which our experts evaluate how you use (or plan to use) the event brokers, your business priorities, architecture, environments, and the team who will be relying on the event brokers day-to-day. At the end of this process, Solace delivers a plan for monitoring the event broker estate, sets all the thresholds for normal operations of the event brokers, and creates a process for contacting the your team and resolving any issues that arise, all tailored to your precise needs.

### ONGOING MANAGEMENT

Our experts remotely monitor your estate around the clock and conduct periodic service reviews to fine-tune the plan, including

#### Incident management

- Continuous monitoring of the capacity and performance of every broker and the event mesh as a whole, watching for any deviation from normal operation
- Immediate response to any fault or abnormal behavior (we’ll contact you within 15 minutes of noticing a critical issue, often before you even know about it)

#### Capacity management

- Recording operational data for trend analysis and capacity planning
- Event mesh scaling, if architected
- Integration with Solace’s support team and ticket system
- Remote support for troubleshooting and remediation
- Customized event severities and actions

#### Upgrades

- Evaluation of all Solace broker software releases to determine if they should be deployed to your specific environment
- In-service upgrades for all Solace Brokers (Cloud, Software, Appliance)
- Regularly scheduled service reviews, to ensure continuous improvement and adapt to changing requirements, including reviewing incident reports, system availability, scheduling upgrades and more.

Component	Description	Included with PubSub+ Cloud	Included with Advanced Support
Broker Lifecycle Management	Broker instantiation, version upgrades, security patching.	✓	✓
Basic Broker Health Monitoring	Monitoring of basic operational health of individual brokers + broker HA pairs.	✓	✓
Solution Monitoring	End to end solution-specific monitoring of the Event Mesh including endpoints, bridges, message rates. Proactive alerting on anything unexpected.		✓
Capacity Management	Forward looking data-driven assessment of needs to ensure system is proactively scaled ahead of demand. Scaling of Event Mesh capacity as required.		✓

### Included with Advanced Support Plan

- Solution Architecture
- Initial deployment and configuration of solution
- Unlimited self-paced training and certification access via Solace Academy for anyone in the organization
- Monthly training expert-led virtual workshop

### Associated Services Available For Purchase

- Solace appliance hardware refreshes (via Professional Services Packs)
- On-site hardware replacement (via Solace Rapid Hardware Repair Service)

### Outside the Scope of Event Mesh Monitoring & Alerting

- Management and monitoring of servers, networking, storage arrays (other than QMS purchased from Solace)
- Day-to-day runtime broker configuration (e.g., access control lists, queues, topic to queue assignment)

### Access Required

- This is a centralized cloud management and monitoring service, and therefore requires the brokers be able to connect out to the cloud send performance metrics from their hosting environments.