

# Connection Monitoring

## A Crisplant Hotline service



Today, much attention is focused on sorter availability. The connection, which is the fundamental prerequisite for maintaining the customer's lifeline in case of breakdown, is often pushed to the rear. Often, when the connection between the customer and Crisplant is down, it can be observed that other critical connections are also down, e.g. connections for transmitting data to the customer's central server, to the customer's billing server or to other vital parts of the customer's network.

The above situation can now be remedied by means of Crisplant Connection Monitoring, which is a service to customers who want their VPN connection to be kept under surveillance.

- The Crisplant Hotline Remote Connection Monitor (RCM) is designed to ensure and monitor a reliable VPN connection between Crisplant Hotline servers and our customers' servers.
- The RCM ensures a fast logon to our customers' systems, when needed, from its location in Aarhus, Denmark.
- The RCM is handled and maintained by our 24/7/365 Crisplant Hotline engineers.

If the VPN connection between a customer server and the RCM terminates, the RCM will detect the connection as being down and alert the on-duty Hotline Engineer, who will open a Hotline case and troubleshoot the connection problem.

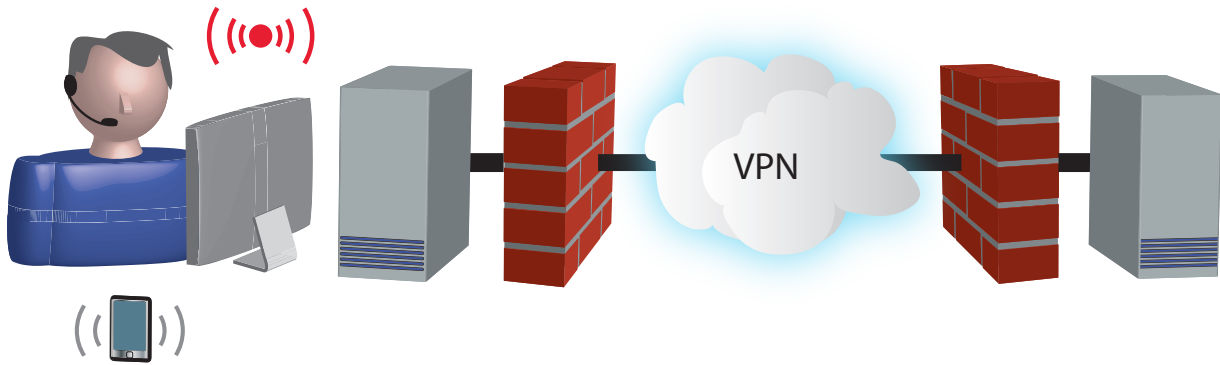
### FEATURES >>

- 24/7/365 monitoring
- Troubleshooting included
- Monitoring without disturbance of the customers' systems

### BENEFITS >>

- Secure lifeline to Crisplant Hotline
- Crisplant Hotline is always able to log on in emergency situations
- Troubleshooting reports
- Yearly connection availability reports
- Stable & reliable VPN connection

If necessary, the Hotline Engineer will contact the customer and troubleshoot the connection together with the customer. When the VPN connection is re-established, the Hotline Engineer will conclude the case and email a report to the customer.



Crisplant RCM - Remote Connection Monitor

Customer

Crisplant Connection Monitoring is a service to customers, who want their VPN connection to be kept under surveillance. Surveillance is carried out by the Crisplant Remote Connection Monitor (RCM), which ensures a stable and reliable VPN connection between Crisplant Hotline and our customers. If the connection goes down, our Hotline engineers will start troubleshooting and advise the customer.



### HPP Hotline Product Package

- Hotline Support
- Server Inspection
- Connection Monitoring
- Performance Monitoring
- Remote Optimizing
- Customer Training
- Advisory Service
- Virus Protection
- OS Patching
- VPN Remote Access

Ask your local Crisplant office for more information. Check [www.crisplant.com](http://www.crisplant.com) for your nearest Crisplant Support office.

### Customer Support

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