SGI® Remote Services

Proactively Prevent Outages and Speed Problem Resolution

Key Benefits

Improved Uptime and System Availability

Greater Operational Efficiency

Improved Productivity

With technical compute and storage systems becoming increasingly complex, system uptime and information availability has become even more important. Interruptions to your data, applications and infrastructure can dramatically affect your business and bottom line. SGI has responded to this need to assure high availability by creating secure, proactive 24 x 7 remote support to help you eliminate outages, improve operational efficiency, and streamline the management of your high performance computing infrastructure.

SGI® Remote Services provides customer systems with secure 24x7 monitoring and fault notification by SGI customer support. Connected systems will have key configuration and diagnostic information available on demand for technical support to shrink time to resolution. The service enables a secure connection capability where customers can authorize technical support to diagnose issues real-time.

Secure Monitoring

An SGI Remote Services Agent running on each SGI system continuously monitors critical system configuration and operating status. This information is periodically reported to SGI via a secure connection. Critical Event Logs are checked 24/7 to spot indications of potential problems and to alert SGI and Customer Support staffs. This proactive support approach not only enables SGI Support staff to resolve system health issues before they cause unplanned downtime but also eliminates the need for you to call when problems occur.
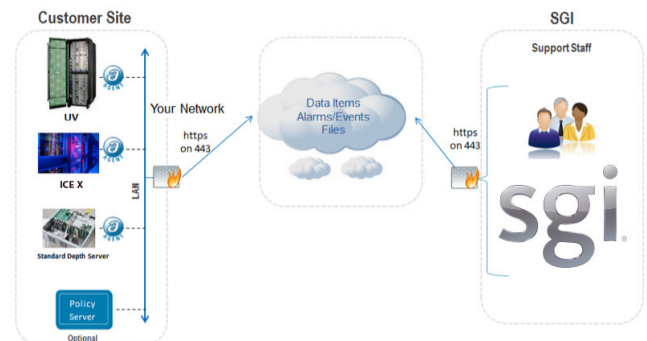
How it Works:

- An SGI Support Services Agent runs on each SGI system at your location, enabling remote system monitoring and secure communication to SGI Support staff

- Your basic hardware and software configuration as well as system health information is captured and stored in the Cloud

- Cloud intelligence automatically reviews select Event Logs around the clock (every five minutes) to identify potential failure information

- If the Cloud detects a critical Event, it notifies SGI Support

This monitoring requires no changes to your systems or firewall as long as the SGI Agent can send HTTPS messages to highly secure Cloud and Global Access Servers. It will also have no impact on your network or system performance.

Remote Diagnostics

When support is required, SGI Support experts start your support case armed with complete system health information gathered from the around-the-clock remote monitoring. In addition, these experts have access to knowledge and expertise gained from supporting the most complex customer deployments around the world. By applying this expertise, the SGI Support staff can more effectively conduct secure remote diagnostic and trouble resolution. As a result, SGI Remote Services proactively prevents or helps to quickly resolve issues, eliminating or minimizing unplanned downtime.

Highest Security

SGI Remote Services fulfills requirements for authentication, authorization and auditing with a secure, highly scalable solution. By providing multiple security layers, SGI Remote Services enables your infrastructure to securely send health information to the Cloud Server. The service uses Secure Socket Layer (SSL) encrypted communication employing the HTTPS protocol, while an optional Policy Server application allows you to maintain complete control over what access is allowed to your systems. SGI Remote Services is also designed to work with your existing security policies. This enables you to leverage your security infrastructure while utilizing firewall-friendly communication.

All communication between SGI and your systems is kept secure using SSL encryption, and all communication is initiated from your site using HTTPS protocol on port 443.

- All data at rest is encrypted at the source, and decrypted at SGI

- Disabling the SGI Remote Services agent prevents any communication with SGI

- The SGI Remote Services Cloud Servers operate in ISO 27001:2005-certified data centers built on state-of-the-art equipment, technology investments, and operational expertise

About SGI

SGI is a global leader in high performance solutions for compute, data analytics and data management that enable customers to accelerate time to discovery, innovation, and profitability. Visit sgi.com for more information.

For More Information

Please contact Mike Wade at mwade@sgi.com or visit sgi.com/remoteservices.

Proactive Support

In many instances, SGI Remotes Services eliminates the need for you to call when a problem arises, as the intelligence in the Cloud Server automatically alerts SGI Support. In fact, by proactively monitoring system health information, it can alert SGI Support when the system detects symptoms of a potential problem.

Upon notification, SGI technical support experts can view the system configuration, upload and review log files, diagnose the problem, and then open a remote session to fix the problem. If a fix is not possible, the system allows the SGI Support person to instantly order repair parts. This approach not only prevents unplanned downtime but also eliminates or minimizes the need for your IT staff to spend time engaging with SGI Support personnel.

Automated Case Opening

Incoming data is analyzed to determine when SGI might need to take action. In some instances SGI might notify you that it is time for a software or firmware upgrade. In other examples, a support case might be automatically opened to replace a faulty component that has not yet failed. SGI's automated support case opening can prevent unscheduled outages, shorten time to service resolution and minimize Customer Support personnel efforts so that they can focus on their other duties.

SGI Support Services Key Benefits

Improved uptime and system availability

- Proactive identification of issues before they can create an outage

- Faster problem resolution as required diagnostic information is already available to SGI Support personnel

- Increased system stability by monitoring hardware and software version compatibility

Greater operational efficiency

- Ability for SGI Support personnel to access customer system (at customer request) to gather data and apply solutions

- Less involvement of customer staff during troubleshooting

- Faster support for case resolution

Improved productivity

- Frees IT resources for higher priority tasks

- Proactively identifies potential problems and provides notifications, resulting in higher system availability

- Automated Alerts and Case Opening (in upcoming releases) results in faster problem resolution time and fewer hassles for SGI customers

Global Sales and Support: sgi.com/global