



Monitoring:

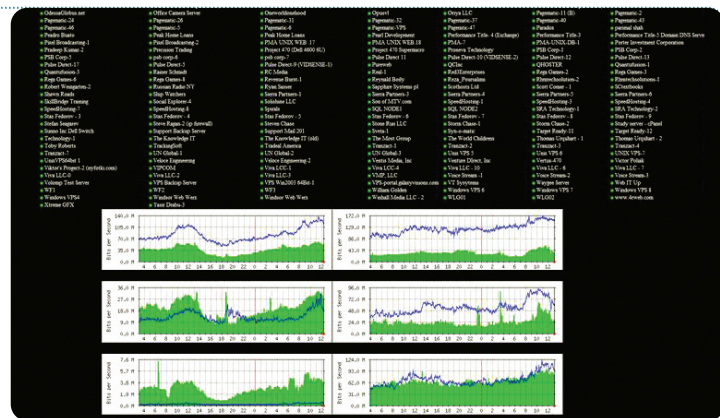
- At GalaxyVisions we utilize a highly sophisticated monitoring system that has been written and coded in house by our team of development specialists. Our monitoring system was built with the sole purpose of maximizing clients uptime alerting GalaxyVisions and/or the client via alerts that can be sent to email, pager, or mobile phones.
- At GalaxyVisions this tool provides us with a real time look at the clients servers and keeps us informed of any issues that might arise on a daily basis. To make sure our monitoring services are always online we implemented a multi node web farm both internal to our datacenter and also at our secondary location. This provides us with redundancy as well as the ability to externally monitor our clients resources from a secondary location to ensure stability.
- In the event that a client's machine or service has gone offline, GalaxyVisions monitoring system will alert our administrators quickly so that the appropriate action can be taken. Alert times as well as services that need to be monitored can all be configured to reflect the client's needs on a one to one basis. We treat each client individually in the setup of this process to determine exactly what crucial components are being used to run their business.

Some of the features of our monitoring system are below:

- Developed, built and operated in house by our trained staff of administrators
- 24/7/365 monitoring with email or blackberry alerts to our staff and/or if requested to the client
- GalaxyVisions Core network equipment, AC Systems, Intelligent Liebert UPS systems, and Diesel generator are all monitored using the same technology
- Any port, and/or service can be monitored by our system
- Monitoring reports can be generated to calculate uptime.

Hardware Replacement:

In the event of a hardware failure, our staff of knowledgeable engineers will make every effort to diagnose and if necessary replace the hardware with the clients approval. We carry almost all server parts in stock, and can get you up and running again in no time. In the event where the hardware belongs to the client and not GalaxyVisions you will be given the option of sending us replacement parts and/or opting to have GalaxyVisions replace the component at a nominal fee. If you choose to have GalaxyVisions replace your hardware we will ship you your old broken component so you can either RMA the defective part if under warranty.



For more information on our products call 866.484.6121 or visit www.galaxyvisions.com

