

BlackBerry Enterprise Server

GSX Monitor & Analyzer is a powerful agentless solution that enables administrators and IT managers to proactively monitor and report on BlackBerry Enterprise Servers (BES), Microsoft Exchange, SharePoint and Lotus applications through one simple interface.

GSX Monitor simulates an end user and can therefore determine the level of service being delivered to your customers. Customizable alerts warn administrators when service levels reach predefined thresholds, so that remedial action can be taken before it impacts the business.

Working in tandem with **GSX Monitor**, **GSX Analyzer** provides extensive analysis and reporting features that enable administrators to automate their management and SLA reporting and gain a valuable insight into the overall health of the infrastructure.

BENEFITS

- Have access to all your collaborative environments from a single interface
- Manage performance and availability with user simulation metrics
- Easily manage your critical users (VIP) and be alerted in case of unusual activity
- Identify bottlenecks for proactive incident management
- Get statistics and automated reports to control the overall SLAs of your business critical applications according to pre-defined KPIs



Key Features

- Overall BES connectivity:** Identify communication issues between user's devices and your BlackBerry Enterprise Server. **GSX Monitor** is testing connectivity at every point to ensure that each component is available and working as expected: SRP connection test, carrier alerts, mail forwarding alerts, end to end tests.
- BES High Availability monitoring:** Test the status of your High Availability deployment. BES is mission critical and **GSX Monitor** allows you to monitor the failover and load balancing. It alerts you in the event issues arise within your BES environment by analyzing log files and hung thread alerts.
- Detailed metrics on user device information:** Get detailed information on the status and history of your user's handheld devices: user configuration, users statistics, critical user management, unused devices, etc.
- Availability and performance pre-configured alerts:** Define availability and performance alerts for proactive incident management. **GSX Monitor** enables you to test end to end paths between devices and servers by defining proactive mail forwarding alerts (no forwarding mail, pending messages threshold) to detect mail server issues before it impacts the business.
- Reporting capabilities:** **GSX Analyzer** is a unique web application that allows you to easily manage your BES infrastructure thanks to:
 - Pre-configured reports to track performance against KPIs and SLAs
 - Environmental Health feature accesses how your entire infrastructure is performing and identifies high/low performing servers
 - Forecasting feature which provides an estimate of future statistical values, thus giving a realistic prediction for capacity management purposes
 - Built-in statistics to manage performance - Server Up\Down, Longest Downtime, Mail Forwarded, Mail Filtered, Licenses Used, Cluster Up\Down and more
- SLAs control and compliance:** Determine the overall level of SLA compliance of your BES applications. **GSX Analyzer** reports on your mail routing SLAs for BES, between mail servers and detects any mail routing problems to or from the Internet and warns you automatically.



GSX Solutions

36, Boulevard Helvétique
1207 Geneva, Switzerland
sales@gsx.com

For more information:

For more information on GSX Solutions, visit www.gsx.com, where our resource center contains FAQs, Case Studies, Podcasts, Whitepapers and Webinars.

You can also download a fully functional, 30-day evaluation copy of GSX Monitor, GSX Monitor & Analyzer, GSX Usage Metrics and GSX Server Guard.