

● activu® ActivCare | Remote Monitoring



Remote Monitoring & System Maintenance

ActivCare **Remote Monitoring** continuously observes the vis|ability Platform to ensure all system components are operational, and proactively alerts users and administrators to any issues that might affect system performance.

Additionally, Activu experts can remotely **Main-tain** customer systems to ensure they stay in peak condition. Combined, these remote services are the fastest, most reliable way to ensure critical operations remain functioning at optimal levels, consistently.



Nexus: The Clearest Window Inside

The **Nexus** web interface includes comprehensive platform-wide system monitoring of all hardware and software components in a vis|ability system.

Complete system observability and specialized presentation of critical configuration information allows for better system management and administration.



Real-Time Monitoring of all major components of the visualization and collaboration solution.



Built-in and Customizable Alerts to detect issues before they become major ones.



Notifications directly into the vis|ability support/case management system for automatic case creation.



Monitoring provided for high CPU, Memory, and other Windows performance metrics, alerting if any thresholds are broken

Alerts are also in place to detect if the visualization and collaboration services go offline.



Extensive Monitoring Metrics:

- Processor & memory usage
- Antivirus status
- Network adapter information



Automated Remediation: Services automatically restart if a failure occurs, and logs associated with the failure are sent to Activu support.



Patch Management (optional add-on): Cloud-native patch management for Windows and other 3rd party applications.



Remote Access, so Activu support staff can analyze and repair vis|ability remotely, without needing to travel on-premise.



Reporting and Analytics: Detailed reporting capabilities, allowing users to generate compliance reports, asset inventories, and performance overviews.

⚠ Requirements

ActivCare Remoting Monitoring requires that all Activu backend equipment, including but not limited to System Manager (virtual or on-prem), Display Nodes, Application Servers, Web Client/Web Portal servers, etc, have the ability to communicate to the cloud-based services provided by NinjaOne RMM. It is recommended that the customers' information technology security team review this requirement prior to purchase.