

Archive360 AdminAssist

Active Monitoring for Your Entire Archive360 Environment

Customer success is a top priority at Archive360. Archive360 AdminAssist is an optional support service delivering continuous 24/7 monitoring of customers' Archive360 implementation. The Archive360 Cloud Services team not only monitors the performance of your Archive360 Platform but also the Azure Resources supporting the solution.

Active Archive360 Platform Monitoring

Continuous monitoring of core Archive360 functionality, including:

- Azure Active Directory synchronization
- Journal email gateway
- Ingestion process
- Indexing process
- Search engine health
- Retrieval engine
- Retention and disposition engine
- Export jobs/processes

Active Alerts

- Real-time alerts of potentially critical issues
- Smart alerts tuned for each customer's environment based on application activity patterns.
- Microsoft support ticket opened if issues identified with Azure resources

Active Azure Infrastructure Monitoring

Continuous monitoring of the Microsoft Azure infrastructure that supports your Archive360 implementation, including:

- Azure Kubernetes service health and performance
- Azure Cosmos DB health and performance
- Azure application service health and performance
- Azure SQL performance
- Azure Storage availability
- Azure KeyVault availability
- Office 365 NDR mailbox (if granted access)

Upgrade Preparation and Optimization

- Monitoring of specific Azure Resource ensures compatibility before Archive360 upgrades are performed
- Archive360 leverages Continuous Integration and Continuous Deployment (CI/CD) to deliver upgrades and patches to the Archive360 Platform.

For details of Archive360 AdminAssist, including pre-requisites, please reference the AdminAssist Guide.

Benefits

- **Continuous monitoring, reporting and alerts ensures optimal performance of your entire Archive360 environment**
- **Proactive management delivers peace of mind**
- **Cost savings through reduced trouble-shooting and remediation**
- **Expertise without the overhead – AdminAssist services performed remotely**

Archive360 AdminAssist Reporting Includes:

- **System uptime by functionality**
Monitor uptime for critical functionality such as: Journal Gateway, Ingestion, Indexing, Search Engine, Item Retrieval, Export
- **Data Ingestion**
By data type, monitor item count and size over a specific time period, up to 30 days.
- **Indexing**
Review full text indexing statistics, such as daily indexing rate and any unprocessed items
- **Search**
Review search activity such as number of searches performed, search fields used, search speeds
- **Retrieval and Export**
Monitor all retrievals and exports, including number of items, size and time
- **Retention and Disposition**
Review for policy IDs,, items touched, disposed/not disposed and job elapsed time.
- **Migration with Chain of Custody**
For customer using Archive360 Cloud Migration, monitor migration progress. Review job and batch execution status and by user with item level success/failure. Detailed chain of custody report provides source-to-target item level reconciliation
- **Infrastructure Performance**
Review the performance of each Azure Resource.

About Archive360

Archive360 is the enterprise information archiving company that businesses and government agencies worldwide trust to securely migrate their digital data to the cloud, and responsibly manage it for today's regulatory, legal and business intelligence obligations. This is accomplished by applying context around the search, classification, and indexing of data including files, videos, and emails—all while allowing organizations to maintain full control over privacy, access, and compliance. Archive360 is a global organization that delivers its solutions both directly and through a worldwide network of partners. Archive360 is a Microsoft Cloud Solution Provider, and the Archive2Azure™ solution is Microsoft Azure Certified. To learn more, please visit www.archive360.com.



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