ARCHIVE360

Archive360 AdminAssist

Actively Monitor Your Entire Archive360 Environment

Customer success is a top priority at Archive360. Archive360 AdminAssist is an optional service delivering continuous 24/7 monitoring of your Archive360 implementation. You and your Archive360 Cloud Services team leverage this service to monitor the performance of your Archive360 platform as well as the Azure Resources supporting the solution. This service ensures the Archive360 platform is dynamically configured to meet your changing performance and cost requirements, is always up to date and follows all Microsoft infrastructure best practices.

Active Archive360 Platform Monitoring

Continuous monitoring of the state and usage 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

- Fully configurable, real-time alerts of potentially critical issues.
- Smart alerts tailored for each customer's environment based on application activity patterns and performance requirements.
- 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, performance, and costs
- Azure Cosmos DB health, performance, and costs
- Azure application service health, performance, and costs
- Azure SQL performance
- Azure Storage availability
- Azure KeyVault availability
- Office 365 NDR mailbox (if granted access)
- Azure tenant security posture

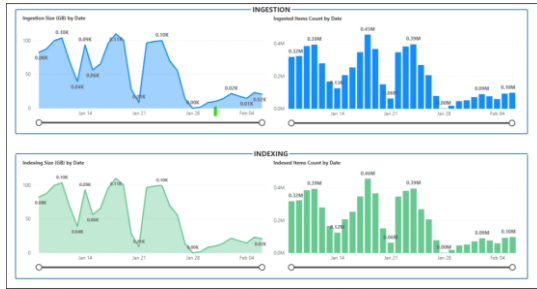### Optimize Cost & Performance

- Azure Resource usage is monitored daily to ensure resources are cost-effectively allocated to meet ever-changing performance requirements.
- Archive360 leverages monitoring results and CI/CD to ensure seamless upgrades and patches and a more performant Archive360 Platform.

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

Benefits

- Ensure optimal cost / performance for your entire Archive360 environment with continuous monitoring, reporting and alerts

- Mitigate risks by proactively managing your Archive360 environment

- Save trouble-shooting time and remediation costs

- Get expertise without the overhead – AdminAssist services performed remotely

- Realize up to 20% savings in compute costs

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Archive360 AdminAssist Reports Include:

- **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.

- **System uptime by functionality**
  Monitor uptime for critical functionality such as: Journal Gateway, Ingestion, Indexing, Search Engine, Item Retrieval, Export.
- **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 by status and 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.
- **Security Events**
  Review Microsoft Defender for Cloud service security scores and recommended fixes classified by security impact, ownership, and relevance, and steps taken or required to address recommendations.
- **Incident Root Cause Analysis**
  Review incidents encountered, likely cause and actions taken to address them.
- **Cost / Performance Analysis**
  Ensure resource allocation and usage are balanced via infrastructure scaling recommendations so you only pay for what you need.
- **Customizable Dashboards**
  See what your AdminAssist team is monitoring through your Administration Portal. Work together to build intuitive, insightful reports.

About Archive360

Archive360 is the unified data governance company transforming how organizations identify, collect, manage, and act on their data. Businesses and government agencies worldwide rely on the security, scalability, and scope of our cloud-native platform to address their increasing data governance obligations across growing volumes of disparate data. With Archive360, our customers are eliminating data silos, securing data access, increasing data insights, while reducing cost and risk. 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, visit www.archive360.com.