



Security Servers and Workstations

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Equinunk, PA
18417

1

Remote Management Concept Overview

Purpose: Define Remote Management as it refers to Security and Video Surveillance systems running on SS&W Servers and Workstations.

Today's security, access control and video surveillance systems have become an integral part of modern corporate and organizational infrastructures. They are no longer a luxury, but important technologies that play an increasingly critical role in day-to-day operations. Managing these complex systems is often quite difficult, requiring not just the time of security integration personnel, but increasingly the time and talents of trained IT personnel as well. Often there is not sufficient overlap in expertise between security and IT to plan and deliver well designed solutions to address this issue.

Security Servers and Workstations is an Intel Partner completely dedicated to providing robust solutions to the issues faced in the ever changing and complex world of PC based security system. This overview is meant to define the concepts and principle used to effectively manage PC based security system, enabling security integrators more complete product and service offerings by introducing them to today's cutting edge technologies.

Some of the Challenges

- Minimizing down time
- Maintaining server, workstation and network hardware
- Maintaining up to date and secure software and operating systems
- Identifying potential problem before they cause system failures
- Rapid Remote Resolution of problem
- Disaster recovery and backup planning and implementation
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Our Solutions

Redundant Hardware Design

SS&W servers and workstations are designed specifically for security and video surveillance with performance, longevity and remote maintenance as top priority. SS&W uses Intel motherboards and processors exclusively, and all systems are backed with a full 3-year warranty. Systems can be purchased with various RAID subsystems, or exiting system upgraded to higher levels of fault tolerance.

Proactive Monitoring

Proactive management is a term used to describe a computer system capable of alerting support personnel if there is a problem with a system or if a problem is likely to occur. Examples of issues, which could arise, are hardware failures, power issues, software bugs, and software update incompatibility issues.

SS&W has partnered with Intel and other Intel Partners to create systems with high-level proactive management capabilities. Monitor CPU performance, memory, temperature, storage, network and many other system components and direct alerts to multiple e-mail accounts, SNMP applications or cell phones via text messaging.



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Three Ways to Set Up Proactive Monitoring

There are three basic ways to set up Proactive Monitoring based on various business needs and limitation. Please keep in mind that we use standard IT security practices and equipment. The types of access and equipment are no different than those in use today in many IT infrastructures already. Therefore, there is no greater risk presented to systems than by any VPN/Remote access solution common in today's corporate and organizational environments. In fact, by better managing systems, reducing downtime and providing clear disaster recovery planning, security will be greatly enhanced.

Case 1 – No External Internet Link

In this case there is no external link to the Internet; however the security system is part of the security network of computers that includes one or more servers for access control and video and one or more workstations for monitoring and administrating the security software. One computer, usually a workstation is chosen as the System Monitor. The System Monitor is a small web based application which communicates to the other workstations and servers on the system and proactively monitors those machines, alerting the user to issues or potential issues on all other computers.

The System Monitor has full control of the other computers, as if the user were sitting in front of the machine itself. In addition to providing KVM (Keyboard, Video, and Mouse) or remote desktop control of the remote machine, newer models of SS&W servers and workstations also have very low level control such as restarting computers that have stopped responding, powering on machines which are turned off, and accessing the BIOS and RAID controllers.

The System Monitor software can also be used to upgrade software, apply Windows service packs and update, Wake-on-LAN, inventory software and hardware assets, and fix most issues without having to physically go to the computer. If the System Monitor has access to an e-mail server, it can also initiate e-mail alerts.

Case 2 – Secure Access to Security Integrator's Office

In this case SS&W can provide the engineering and firewall equipment to provide a secure VPN connection to the security integrators office, accessing all of the powerful management features above to greatly increasing response time and decreasing downtime.

Other great features of remote access are that it can be used for are online training of end-users on their own system, remote administration of the actual security systems, and remote upgrades of security system software over large geographic areas.

Case 3 – Managed Services and Remote Backup Provided by SS&W

This case is based on the highest levels of support offered by SS&W. These services are in addition to the above-mentioned capabilities and can be used simultaneously with the concepts listed above. In this case, SS&W is granted access to the customers systems directly. Based on the level of service required, SS&W can provide the following in addition to the services mentioned above:

Managed Service – SS&W monitors systems and alerts customers and security integrators of problems. If the issue is with SS&W provided hardware or software, and cannot be resolved quickly, the security integrator will be notified and a plan for corrective measures will be implemented.

Off-Site Backup – SS&W offers off-site backup of data as well as complete disk images, which can be restored, saving time and resources.

On-Site Computer Services – SS&W contracts with several national service groups, which take direction from SS&W when high level technical services are needed on-site.



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Proactively Monitored Bandwidth and Routers – SS&W can provide both DSL and T1 services, routers, configuration and site design.

Virtual Server Services – Virtual machines using VMWare™ can be installed at customer locations or in the SS&W data center to provide disaster recovery even in the event of a catastrophic loss of a server or natural disaster. Customer backups can be resorted in minutes on virtual servers so that systems can continue to function.