

X0 Health Monitoring

Bronze

Silver

Gold

Platinum

Sentinel Installation and Configuration

Fully Licensed Sentinel software	✓	✓	✓	✓
Expert install and configure Sentinel Manager	✓	✓	✓	✓
Expert install and configure Sentinel Agents on nodes	✓	✓	✓	✓
Expert Sentinel Alert tuning	✓	✓	✓	✓

Annual System Health Check

Review all Wonderware logs		✓	✓	✓
Review O/S and SQL logs		✓	✓	✓
Review SQL configuration against best practices		✓	✓	✓
Review Wonderware Galaxy against best practices		✓	✓	✓
Review Historian against best practices		✓	✓	✓
Review MES services		✓	✓	✓
Review Communication server stats / diagnostics		✓	✓	✓
Review Application Server performance attributes		✓	✓	✓
Review Historian performance attributes		✓	✓	✓
Review Time synchronization		✓	✓	✓
Summary document of findings, recommendations and remediation strategy		✓	✓	✓

Proactive Health Monitoring

Triage alerts sent to our support center and respond per the customer engagement plan			✓	✓
Respond to alerts M-F from 8 AM to 5 PM			✓	✓
Assisted issue resolution			✓	✓
Monitor health of hardware/Operating Systems: CPU, Memory, Event Logs, Performance Counters, and HD Space available			✓	✓

Monitor health of Terminal Services, 3rd-Party IO Servers			✓	✓
Monitor SQL Server health			✓	✓
Monitor MES Services status			✓	✓
Monitor ArchestrA Services Status			✓	✓
Monitor System Platform Redundant DI and AOS status			✓	✓
Monitor System Platform - Platform and Engine status attributes			✓	✓
Review system logs and overall health Monthly ***Requires remote access			✓	✓
Review O/S Event Logs Monthly ***Requires remote access			✓	✓
Monthly SQL DB backups and off-site secure storage			✓	✓
Monthly Galaxy backup and off-site secure storage			✓	✓
Monthly Historian datablock backup (differential) and off-site secure storage			✓	✓
Assisted system restoration			✓	✓
24/7 Health Monitoring				
Adds 24/7 critical alert response and assisted issue resolution				✓