Foglight Administration Outsourcing

Program Description

Silver Program

Provides robust administrative support for existing Foglight Infrastructure
- Initial Health check & Tune-up
- Monthly Foglight Management Server (FMS) performance reporting
- FMS Growth and Capacity Planning reporting
- Notification of available Cartridge Upgrades
- Installation, configuration and change management reporting for Cartridge upgrades
- Detailed issues and resolutions reporting
- Quarterly recommendations report

Gold Program

Includes Silver program+

Provides robust administrative support and in addition one annual FMS upgrade and Data Migration

Also includes growth support for additional deployment*

Platinum Program

Includes Gold program+

Provides robust administrative support and in addition one annual FMS upgrade and Data Migration and includes discounted consulting services

*Growth is assessed quarterly and is based on the average number of servers and agents supported.