RDX’s Enterprise Monitoring Architecture

RDX’s monitoring platform allows our 24x7 Database Operations Center to monitor every component of the application architecture. Learn more about RDX’s robust monitoring offering and how our monitoring platform and Database Operations Center keeps clients’ environments highly available and high performance.

Ensure Business Continuity with RDX.
Introduction
RDX provides customers with peace of mind knowing that their environments are supported by expert professionals utilizing industry-leading SSAE 16 SOC 2 Type 2 best practices. RDX’s staff is backed by a monitoring and support infrastructure that has been continuously improved and enhanced over its 20 year history.

RDX’s monitoring services help customers proactively monitor and prevent database availability and performance problems. RDX dedicates an entire team of personnel who are responsible for creating, implementing and enhancing a strategic blueprint for the proactive and predictive monitoring methods required to prevent database problems before they occur.

RDX’s Enterprise Monitoring Architecture
RDX’s Enterprise Monitoring Platform delivers comprehensive application and server monitoring for alerting, reporting, and management. The platform provides full visibility into your environment and its predictive trending capabilities allows our monitoring specialists to warn you of upcoming issues.

RDX’s platform provides our monitoring specialists with the ability to quickly identify and troubleshoot application issues that can occur from any of application layers. Many organizations cannot incur the infrastructure and labor costs required to install, maintain and administer the monitoring systems used to ensure quick reaction and resolution times.

RDX has integrated the features and functionality provided by our monitoring platform into its support environment—allowing organizations to take advantage of a world-class monitoring infrastructure at a fraction of the cost of in-house implementations.

Monitoring Features
Our platform offers a robust feature set that enables RDX to gain visibility into all key database and operating system availability and performance metrics. Key benefits include:

- Speeds troubleshooting, increases service levels
- Allows RDX to quickly identify the source of issues with one consolidated view of the database and server
- Fast installation times
- Reduced installation complexity
- Threshold changes and monitoring check enhancements can be rolled out immediately
- Agent or agentless monitoring
- Provides a robust set of visuals that include widget-based dashboards, graphs, network maps, slide shows and drill-down reports
- Able to monitor a wide range of systems including websites, databases, operating systems, storage devices, virtual machines, cloud architectures, network components and applications
- Able to compare current statistics to historical time periods, perform predictive forecasting based on current and historical trends
- Able to create custom event triggers that allows RDX to monitor any process that is able to generate a return value
RDX’s network infrastructure has been hardened according to industry standards to safeguard against external intrusions. Hardware and software components including advanced firewall implementations, Intrusion Prevention Systems (IPS) and industry leading Software Security Packages are used in conjunction to create a secure network environment.

Protecting against unauthorized data access is an ongoing process. RDX is acutely aware that individuals desiring to exploit data stored in computer systems for personal means are constantly changing and improving their data access strategies. The fluid nature of external and internal attacks requires RDX to continuously analyze, review and enhance its security infrastructure blueprint. RDX considers this responsibility to be our number one priority.

About RDX
RDX is a leading provider of IT managed services for mid-market and enterprise customers. The company provides highly secure, 24x7 remote database administration ("DBA") services to hundreds of clients across a broad range of systems that include Oracle, SQL Server, MySQL, PostgreSQL, DB2, and MongoDB. RDX also provides cloud migration and management services for Microsoft Azure, Amazon AWS, and Oracle DB Cloud environments, helping customers fully leverage the benefits of hybrid cloud architectures.