# DC DIGITAL SERVICES™

Go "Beyond the Repair" with Remote Diagnostics and Monitoring Services.

DC Digital Services™ provides Original Equipment Manufacturers (OEMs) system-level component and hardware failure analysis, comprehensive benchmarking, and verification of proper system operation.

DC Digital Services™ Includes:

OEM'S
FIELD DEVICE

EMBEDDED DC
PLATFORM
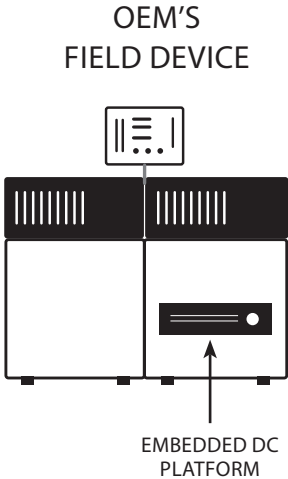
Preventive Services

- **DC Managed Remote Monitoring:**
  CPU Temperature; Fan Performance; Power Supply voltage outputs; Operating System; Baseboard Management Controller (BMC)
- **DC Monitoring of Customer Connected Device**
- **Vulnerability Analysis**
- **Performance Management & Tuning**

Remote Services

- **Remote Re-Imaging**
- **Remote Diagnostics**
  Remote Diagnostics is a platform providing comprehensive hardware diagnostics enabled through remote connectivity to fielded systems or the OEM manufacturing environment.

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Preventive Services:

DC Remote Monitoring

Remotely manages multi-point polling data from each compute system and compares the data obtained from the previous polling and alerts to possible pending issue. This service monitors:

- CPU Temperature
- Fan Performance
- Power Supply Voltage Outputs
- Operating System
- Baseboard Management Controller (BMC)
- Event Logs

Through a connection, the ability to monitor system parameters and files on a 7- day basis to identify differences that may lead to disruptive performance and the notification of those issues to designated customers.

Three methods of monitoring exist:

1. **DC Managed** – Remote Monitoring from the Dedicated Services Center
2. **Customer Managed** – Remote Monitoring on-site within customer's firewall
3. **Customer Managed** – Remote Monitoring via DC's API to be used with the customer's current monitoring application

DC Monitoring of Customer Connected Device:

Utilizing the DC Remote Monitoring agent technology, DC works with the customer to obtain the linkage path to their connected device or instrument. This enables the customer to monitor their own product's performance by adding this customer requested data to the standard DC monitoring platform.

Vulnerability Analysis:

Review of the customer's image to identify potential security risks with the deployed system.

Performance Management & Tuning:

Optimizes the performance and efficiency of the Dedicated Computing system.

Remote Services:

Remote Re-Imaging:

When the computer hardware has passed monitoring and diagnostic remote testing and an image corruption is the logical resolution, Dedicated Computing Technical Support Service can provide remote re-imaging of the system to the current revision.

Remote Diagnostics:

Used when either the customer notices an issue or the Remote Monitoring alerts of the possibility of an issue. Specific test packets are sent to the connected device to stress test the system to identify components that may not be performing as originally recorded in manufacturing.

GETTING STARTED:

Schedule a 15-minute introductory call with one of our Technical Support Specialists to address your existing challenges first hand.

E-mail: inquiry@dedicatedcomputing.com

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