



i-Vertex: IT MONITORING

Overview

i-Vertex IT Monitoring is a scalable monitoring platform designed to provide operational visibility across heterogeneous IT environments. It supports the monitoring of network, infrastructure, and service components from distributed locations, enabling centralized supervision of complex IT environments.



DEPLOYMENT & LICENSING

- On-premises, public cloud, or hybrid deployment
- Perpetual, subscription, and Cloud SaaS editions
- MSP-ready with multi-tenancy and RBAC

ARCHITECTURE & SCALABILITY

- Distributed architecture with Smart Pollers
- Scales to 20,000+ hosts, 500,000+ services
- Predefined monitoring profiles for network, cloud, data center, and apps

MONITORING & VISUALIZATION

- Customizable dashboards
- Auto-discovery for network devices, VMware, Meraki, services, and endpoints
- Topology & service maps, synthetic user and APM

ADD-ONS

- Network config backup
- BI for capacity planning and reporting
- NetFlow-based traffic analysis



The platform collects monitoring data across multiple domains to support the detection of incidents and performance degradation, allowing technical teams to identify issues and take corrective action in a timely manner.

i-Vertex IT Monitoring natively supports 700+ devices, systems, operating systems and applications. Among others it can monitor:

- Network infrastructure devices
- Servers
- Operating systems
- Applications
- Cloud systems and services
- Virtual environments
- Containers
- Databases
- Storage systems
- IoT/OT equipment
- Synthetic User application transactions



Smart Pollers

i-Vertex Smart Pollers are distributed monitoring components designed for environments with limited, intermittent, or no permanent connectivity to a central data center or NOC. They are available as software-based images and as hardware appliances, including models equipped with integrated radio modules.

Smart Pollers locally collect availability and performance data from monitored systems and forward this information to the i-Vertex Central Manager when connectivity is available. They can also evaluate status changes and threshold conditions locally, generating alarm notifications during connectivity interruptions and forwarding them once communication is restored.

This approach supports the monitoring of remote and distributed environments and is suitable for managed service scenarios where local autonomy is required.



Plugin Store & monitoring profiles

i-Vertex includes an integrated repository of monitoring profiles used to extend monitoring coverage across supported technologies and services. The repository provides a centralized mechanism for selecting, installing, updating, and maintaining monitoring profiles within the platform. Monitoring profiles are based on established monitoring practices and may include discovery capabilities where applicable. Each profile includes technical documentation describing the monitored technology or protocol, the metrics and checks performed, and the supported discovery methods.

Advanced Monitors

i-Vertex supports a wide range of monitoring protocols and data collection methods, including SNMP, SSH, WinRM, SQL queries, HTTP requests, APIs, MQTT, Modbus, agent-based collection, and other protocol-specific mechanisms. During discoveries, the platform associates monitored items with the appropriate data collection method and applies predefined availability, status, and performance checks based on the identified technology. This allows heterogeneous environments to be monitored using native protocols without requiring custom scripting for standard use cases. The platform includes native monitoring support for a broad set of technologies, including but not limited to:

Infrastructure and platforms

- Databases (multiple engines)
- Storage systems
- Linux systems (SSH / SNMP)
- Microsoft Active Directory, Exchange, IIS, Failover Clustering
- HP iLO and blade chassis
- IBM AS/400
- Virtualized and containerized environments (VMware, Kubernetes, Docker)

Networking and connectivity

- BGP and OSPF routing protocols
- Internet bandwidth measurement
- Cisco WAAS, ISE, ACI
- VMware VeloCloud

Applications and services

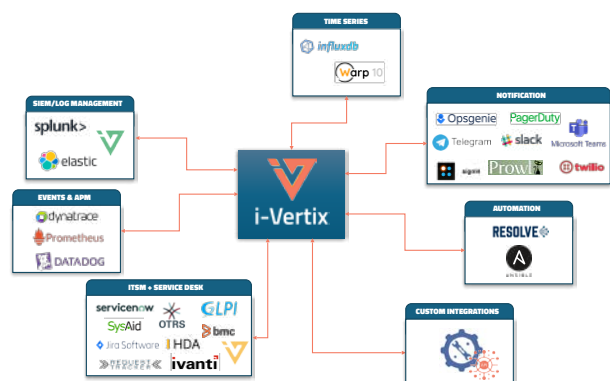
- SAP
- IBM MQ
- Elasticsearch
- Salesforce (SFDC)
- Microsoft 365 / Office 365
- Google Workspace

Security and services

- X.509 certificate validity
- Core network services (DHCP, DNS, FTP, NTP, SFTP, TFTP, RADIUS)

Third-party integrations

i-Vertex IT Monitoring supports integration with external ITOps platforms to exchange events, alerts, and operational data. These integrations enable i-Vertex to operate within existing operational workflows and toolchains. Where required, custom integrations can be developed using supported interfaces to address specific integration or data exchange requirements.



Network Discovery and Mapping

i-Vertex provides network discovery capabilities to identify network devices and their interconnections and to generate Layer 2 topology maps. Discovery tasks can be scheduled to detect changes in the network and update topology information over time. The discovery process can be used to identify previously unknown devices and to support asset classification activities. Discovered network elements can be

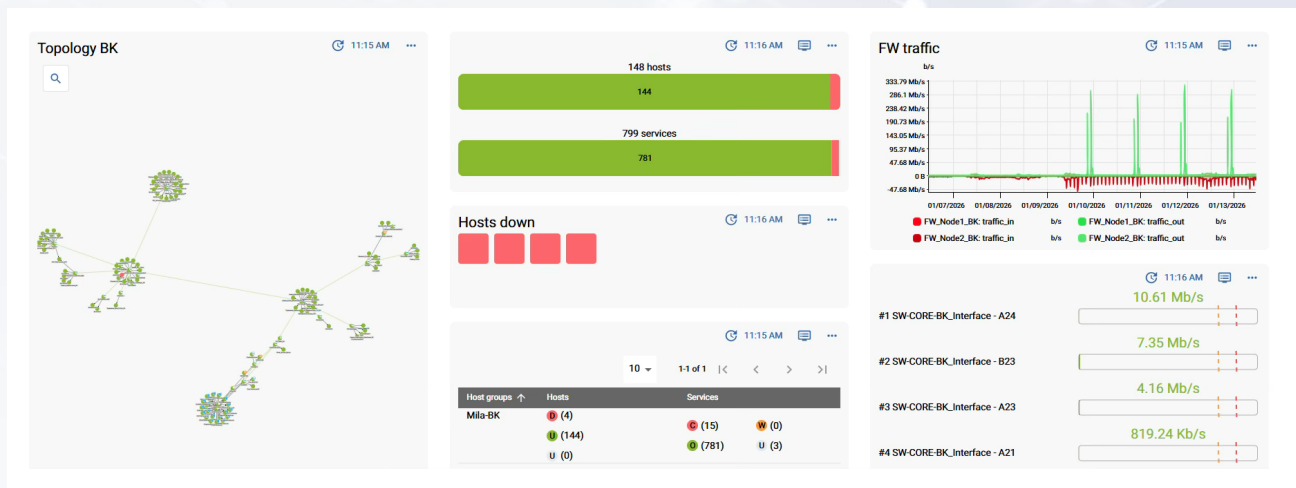
represented using customizable maps that provide a graphical view of the monitored infrastructure.

Maps support hierarchical organization and linking across multiple levels. In addition to device status, maps can display selected performance indicators such as interface traffic, CPU and memory utilization, and environmental metrics, using graphical elements including charts and indicators.



L2/L3 discovery and mapping key capabilities

- Layer 2 and Layer 3 network discovery using standard discovery protocols (including CDP, LLDP, FDP, and equivalents)
- Automatic generation of topology maps based on discovered network relationships
- Automatic association of monitoring dependencies derived from discovered topology
- Scheduled discovery scans with detection of topology and inventory changes
- Identification and classification of previously unknown network devices
- Use of predefined discovery and mapping rules provided through the i-Vertex monitoring profile repository
- Vendor-independent discovery and mapping approach
- Integrated map editing and customization tools



Alerting and notifications

i-Vertex provides real-time event monitoring and alerting. Events include device and monitor status changes, performance threshold violations, and incoming traps. Alerts can be filtered for relevance and routed through multiple channels such as email, SMS, and messaging platforms. Integration with external ITSM platforms is supported to enable automated ticket creation and workflow management.

Synthetic User Monitoring (SUM)

i-Vertex supports Synthetic User Monitoring to assess application behavior from the end-user perspective. The platform can execute predefined scripts that simulate common user actions, such as logging into web portals, completing forms, or interacting with system prompts, on a scheduled basis.

This approach provides objective measurements of application availability and responsiveness.

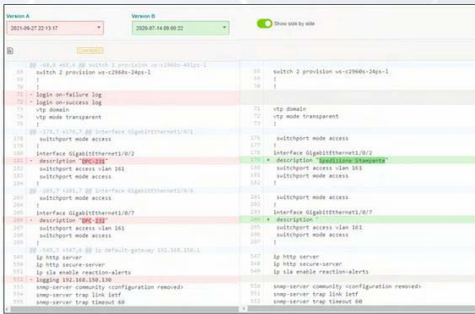
The functionality is compatible with web applications, mobile applications, and Windows-based client applications.

ADD-ONS

Network Configuration Backup (NCB)

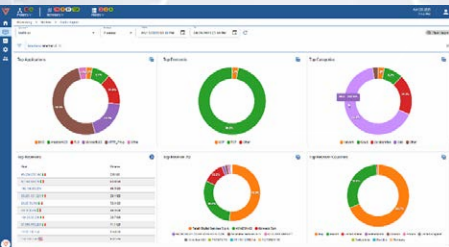
This optional module enables automated collection and archival of network device configuration files. Configuration snapshots can be scheduled periodically, stored in a version-controlled repository, and compared to track changes over time.

The feature supports devices from all major networking equipment vendors.



NetFlow Traffic Analyzer (NTA)

The NetFlow Traffic Analyzer collects and analyzes network flow data in real time, supporting NetFlow v5/v9, sFlow, jFlow, and IPFIX. It provides L7 visibility and identifies traffic from over 250 preconfigured applications, including Microsoft 365, Zoom, and Dropbox. The module supports IPv4/IPv6, custom filtering by application, protocol, IP, or location, and aggregates traffic from heterogeneous devices. Key metrics are available in dashboards, including top applications, protocols, senders/receivers, and historical trends.



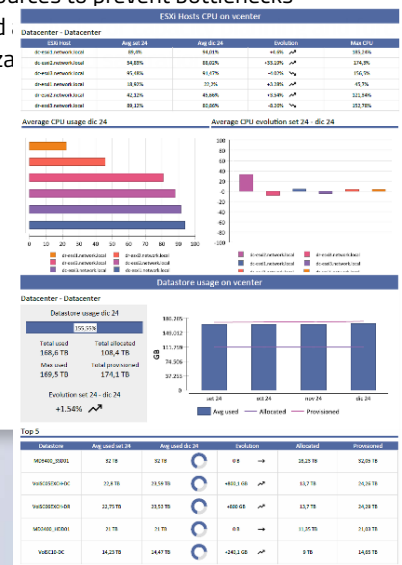
Licensing, pricing, and deployment options

- Licensing models:** per-host with Smart Poller or per-service with Smart Poller
- Editions:** perpetual, subscription, MSP pay-per-use, Cloud SaaS
- Deployment options:** on-premises, public or private cloud, hybrid, or hosted/SaaS by i-Vertex

Business Intelligence for Advanced Reporting and Capacity Planning (BI)

This optional add-on collects operational data across network, virtualization, storage, and datacenter environments and generates scheduled reports, data-driven insights and analytics for operational and capacity planning purposes. Key capabilities include:

- Availability and SLA reporting:** verification of SLA compliance for internal or outsourced services and Identification of devices and services with higher failure rates
- Event analysis and incident management:** measurement of incident response and resolution times
- Resource and power management:** analysis of power consumption for devices to support energy optimization
- Review of resource allocation across virtualized systems, storage, and network.** Identification of overloaded or underutilized resources to prevent bottlenecks
- Historical trend casting of utilization**



Product release, OS, and database

- Delivered as a ready-to-use virtual appliance compatible with VMware, Hyper-V, KVM, Nutanix, and Sangfor hypervisors
- Operating system:** Linux Database: MariaDB

About i-Vertex

i-Vertex is an IT management software company, developing solutions for enterprises and MSPs. The company's team has over 50 years of combined experience in IT monitoring, performance management, and operational oversight across network, infrastructure, and application environments.



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