

## OVERVIEW

**Device** and **System Health Monitoring Services** provided by Wachter, Inc. at restaurant locations. Wachter monitors both **Site Connectivity** (up / down) and **Device Connectivity** (up / down).

## SYSTEM HEALTH MONITORING

### SYSTEM HEALTH WILL BE CAPTURED BASED ON THE FOLLOWING CRITERIA:

#### Internet Connectivity

Internet connection is required to monitor the systems from a centralized server.

**NOTE:** Internet connection that is not available will display a system as down without ability to provide services offered.

#### Fusion

An installed monitoring system agent will be installed and licensed on each machine to provide the above services.

#### Threshold

System-down or device-down will be measured based on a threshold to avoid false reporting due to intermittent internet connection failure.

**NOTE:** The threshold will be optimized to attempt to mitigate false positives but is considered as a reduction as outside contributions may influence notifications.

#### Notifications

Wachter will receive notifications through the internal help desk system, which will follow the ticket escalation process to resolution.

**NOTE:** Wachter may contact the site to verify system issues and diagnosis if a trouble ticket entry is required.