

REMOTE MONITORING



An increasing reliance on IT makes optimal performance and maximum uptime of systems a business priority. The possibility of critical applications failing and causing costly disruption to business operations is a very real threat which is reduced considerably with the iserv Remote Monitoring service.

Our Remote Monitoring package minimises the risk of IT downtime by providing continuous monitoring of your Microsoft Windows servers, all day, every day. This proactive service offers you peace of mind knowing that your IT system is in expert hands - we will detect early warning signs of potential problems and in many cases, take preventative action before users are impacted and productivity reduced.

The iserv Remote Monitoring service only requires the installation of a small, secure monitoring agent on each server which needs no further on-site maintenance. The agent, which has a tiny footprint and zero impact on server performance, feeds back server status to the iserv Network Operations Centre via a web based control panel, highlighting error messages to a dedicated team for further investigation and resolution. Direct and automatic alerts mean OGL's iserv team can address problems quickly, eliminating the need for a call to be raised by an end user.

The iserv team can provide weekly and monthly reporting on the health of your servers and offers both a fully managed Remote Monitoring service or, if your business has its own IT department, the option of web based self monitoring which gives you constant access to server status.

The iserv Remote Monitoring service will check...

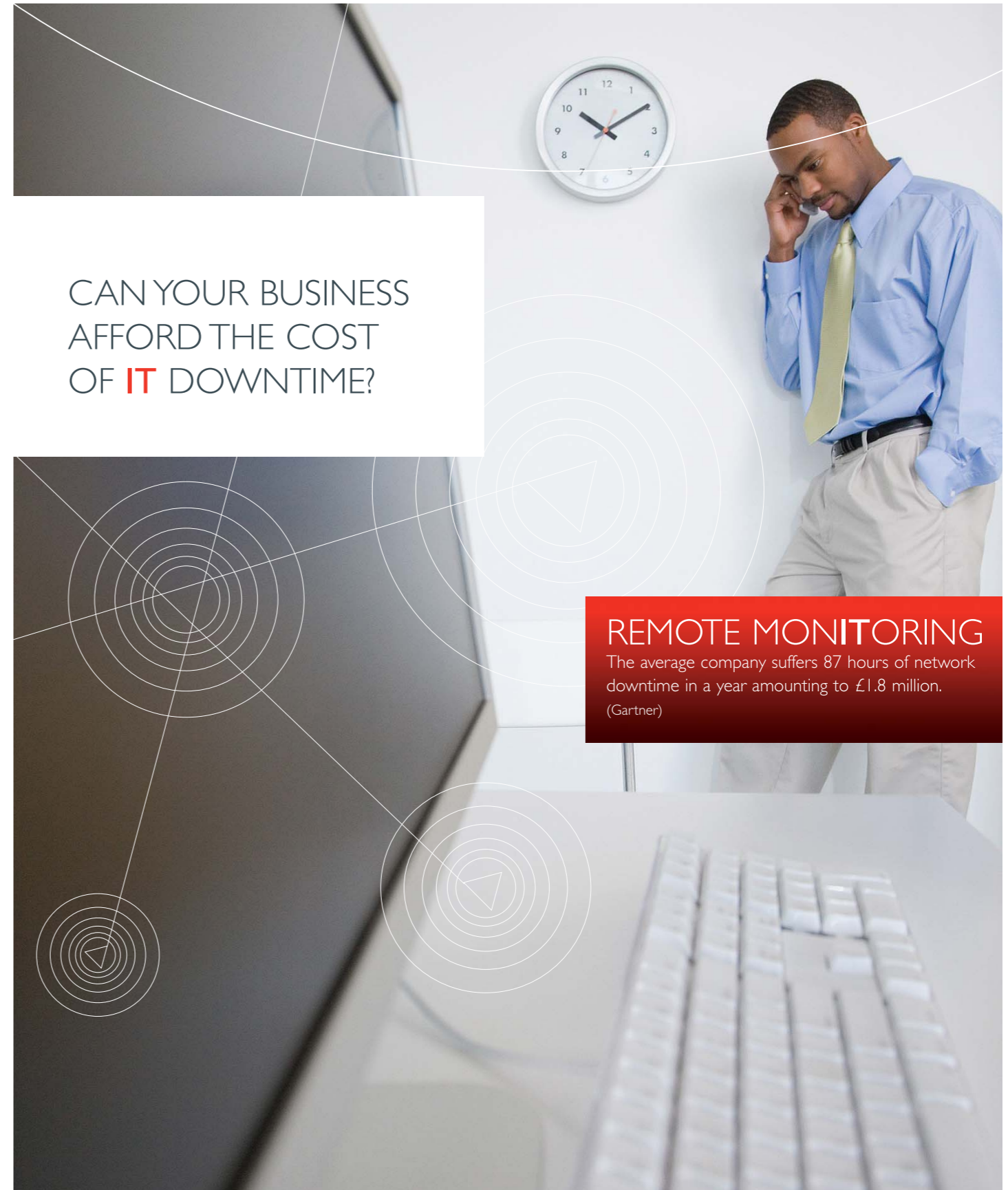
- server performance
- data backups
- internet connectivity and website status
- Windows services including email
- anti-virus updates and security threats
- overall disk health and space
- network devices and remote offices
- critical event log entries

Features

- Continuous, automated monitoring of Microsoft Windows servers
- Small, secure monitoring agent which has minimal install footprint, zero impact on server performance and requires no on-site maintenance
- Dedicated iserv team receives specific, accurate error messages via a web based control panel
- Weekly and monthly reporting available on server health
- Full or part managed service

Benefits

- Reduces the threat of IT downtime through proactive monitoring
- Minimises the risk of costly business disruption resulting from system failures
- Action taken to rectify faults before problems escalate, impact end users and reduce productivity
- Problems can be addressed quickly as a result of direct alerts from monitoring agent to iserv team which eliminates the need for a call to be raised by an end user
- Reporting feature gives complete transparency on server status



CAN YOUR BUSINESS AFFORD THE COST OF IT DOWNTIME?

REMOTE MONITORING

The average company suffers 87 hours of network downtime in a year amounting to £1.8 million. (Gartner)

OGL Computer Services Group Ltd
Worcester Road, Stourport-on-Severn
Worcestershire, DY13 9AT

t +44(0) 1299 873873 f +44(0) 1299 873800
e enquiries@ogl.co.uk w www.ogl.co.uk

