

Why does my business need Preventative Maintenance ?

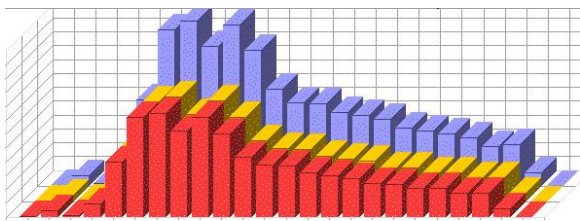
Outages/failures of IT systems can be expensive to a business due to their flow on effect to other operations. When it comes to the potential loss of productivity due to systems failures,

Prevention is better than cure ...

Prior planning, monitoring and regular servicing/maintenance provides for:

- ⇒ ***greater stability***
- ⇒ ***superior performance***

***If it's not monitored,
It's not managed!***



Maintenance Plans



- ☑ Server and Service availability monitoring
- ☑ Apply service packs and security patches
- ☑ Check Backups and Perform Recoveries
- ☑ Equipment General Health Checks
- ☑ Check Available Hard Disk Space
- ☑ Check System Event Logs
- ☑ Email and File archiving
- ☑ Incident Reporting
- ☑ Check/Update Virus Definitions
- ☑ Check Firewall and Router Logs
- ☑ Check/Change wireless security/passwords
- ☑ Check/Respond to Security Alerts



Maintenance Plans are specifically tailored for each organisation to fit their infrastructure and business operational needs.

Service Monitoring

Amongst others, we monitor

- ⇒ Internet Connectivity and Network Status
- ⇒ Directory Services, Group Membership
- ⇒ IP, DNS, FTP, HTTP, HTTPs, ICMP, IMAP, LDAP, NTP, NNTP, POP3, SMTP, SNMP, TCP, UDP
- ⇒ Database: Oracle, MS SQL, ODBC, ADO etc
- ⇒ CPU, Disk Status, Disk Free Space, Event Logs, File Existence, File Sizes, Exchange, Terminal Server, Printers, Processes, Services
- ⇒ Other custom requirements

Alerts and Reports

We are alerted when any Server or Service on your network requires attention via:

- ⇒ **SMS** : For Urgent/Critical Matters
- ⇒ **Email** : For less critical issues



We can provide you with reports and graphs indicating your network health and availability on a regular basis.

Our Services:

- ☑ Business Technology Infrastructure
- ☑ Corporate Policies and Documentation
- ☑ Redundancy and Disaster Recovery
- ☑ IT Management & Strategy
- ☑ System Administration and Support
- ☑ Training / Mentoring / Staff Appraisal
- ☑ Equipment & Software Purchasing
- ☑ Product Evaluation / Assessment

***Don't risk unnecessary
downtime and cost.***

***Prevention is
better than cure.***



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