Monitored Support

Get protected with the Best Practice Linux Monitored Support offering

Our tailored Monitored Support Service ensures that your mission critical IT infrastructure is available to meet your operational requirements all day, every day - you never have to worry about downtime again.

Our support

Today, more than ever your organisation is dependent upon its systems and the applications running on these systems. Keeping these systems up and running is of utmost importance. Any failure or downtime impacts your internal business operations, your reputation and ultimately the value you deliver to your customers.

Using best practice monitoring tools, skills and expertise, we monitor your systems, data centres and applications for everything from hardware resource usage through to application response times. We work proactively and reactively to ensure your systems stay available and responsive.

That is why we provide the technical and operational expertise required to timely detect, isolate and correct abnormal workings of the operating system, determining the cause and current status.

Expert advice

Any downtime of your IT infrastructure creates significant business risk. Your IT team needs expert advice warning of potential issues and direct pre-emptive action so downtime can be anticipated and averted with minimum impact upon your operations.

Choose our Monitored Support Service when you need to:

- Eliminate downtime
- Protect your business functions
- Guarantee RAS quality assurance
- Reduce risk

Our Monitored Support Service offers premium level:

- Acceptance into Service Process
- Availability Reporting
- Capacity Reporting
- Events Management
- Incident Management
- Request Management
- Service Desk
- ITIL processes

Monitored Support Service scope – installation, usage, configuration, remote diagnostics and bug fixes, modified RPM's, custom kernels and hardware faults and dependencies. **

**Where SSH access to your environment is not possible. We can support other forms of connections but these have a slightly greater set-up overhead and would be dependent upon a piece of exploratory work.

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Monitored Support service highlights:

- 24x7x365 monitoring and reporting from expert engineers. Access via telephone, email, remote access and knowledgebase so you can measure performance and make decisions
- Tailored service – you decide alerts and set thresholds based on your environment
- Knowledge of type of software, applications and operating system on the mission critical server(s) and network devices supported
- One hour response for priority one issues
- Detailed reports
- Active and passive component monitoring checks
- Trend analysis and capacity planning recommendations based on historical data
- Access to monthly reports, service reviews and service delivery manager

Term	Definition
Service Desk	The single point of contact between the service provider and the users. A typical service desk manages incidents and service requests and also handles communication with the users.
Incident Management	The process responsible for managing the lifecycle of all incidents. The primary objective of incident management is to return the IT Service to users as quickly as possible.
Request Management	The Process responsible for managing the Lifecycle of all Service Requests.
Acceptance into Service	The Acceptance into Service Process identifies and documents the Customer's supported environment(s) to provide the information needed to provide the service and highlight issues which may impact the availability and security of the environment(s).
Events Management	The process responsible for managing events throughout their lifecycle. Event Management is one of the main activities of IT operations.
Capacity Reporting	The process responsible for ensuring that the capacity of IT services and the IT Infrastructure is able to deliver agreed service level targets in a cost effective and timely manner. Capacity management considers all resources required to deliver the IT service and plans for short, medium and long term business requirements.
Availability Reporting	The process responsible for defining, analysing, planning, measuring and improving all aspects of the availability of IT services. Availability management is responsible for ensuring that all IT infrastructure, processes, tools, roles etc. are appropriate for the agreed service level targets for availability.

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