

# PROACTIVE MONITORING SERVICES

In the IT sector, prevention is not only the best but also vital strategy.

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## INTRODUCTION

What consequences would bring a sudden slowdown or blockage of core business systems and programs? No doubt it would cause serious damages to your company's economy and reputation.

When these situations occur, combined with the relative lack of preparation for the event, the incident is even more burdensome to solve, both technically and economically.

In the IT sector, prevention is not only the best but also vital strategy.

Proactive monitoring allows you to structure, in an initial activation phase, a series of basic logical controls that allow our System Engineers and you to control each predefined component through dynamic and historicizable graphs.

This will allow you to solve most of the anomalies even before they can create disservices to users or can be perceived generating a degradation of infrastructure performance.

We offer you the proactive monitoring managed service, to save time in control operations and to concentrate internal resources in core business activities, at the cost of a fixed monthly quota.

All activities carried out during the assessment will be NON-INTRUSIVE, thus guaranteeing the constant operation of the customer.

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## BENEFITS

- Statistical survey and continuous control of infrastructure and performance
- Risk reduction of inefficiency and downtime
- Agentless device, systems and services monitoring on multiple levels (HW, SW, Services, etc.)
- Data collection related to the growth of the performance required by the infrastructure

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## SERVICES

- Device analyses (Appliance, CPU, Storage, Switch, Router, Firewall, etc.) and related services
- Activation of the logical monitoring network
- Proactive monitoring with continuous verification of the control points associated with the equipment (Hw) and with the active system services (Sw), constantly carried out by our qualified technicians
- Web-based online control console available to end customer (pre-configured)

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#### **OPTIONAL SERVICES**

- Console control configuration on mobile devices (SmartPhone iOS, Android)
- Periodic reports on recorded events
- Creation of statistical reports for events and performances on request
- Automatic execution of corrective measures via script
- Advanced monitoring of database servers
- Publication of data and customized maps
- Configuration of customised alerts (email notifications, telegram)

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#### **REQUIREMENTS**

- Basic infrastructure (no restrictions for user numbers or devices)
- Internet connection
- Local, physical or virtual device for installation of monitoring appliance
- Systems and equipment capable of supporting monitoring through the most popular protocols (SNMP, SSH, etc.)

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#### **4IT PROFESSIONAL SERVICES**

The professional services of 4IT Solutions help IT departments in companies of all sizes to accelerate implementation time, reduce related risks and maximize return on investment.

4IT Solutions offers qualified and certified staff with proven experience in providing appropriate advice and developing the necessary integration processes for the adoption of the required solution.

Our consultants have experience not only in the field of virtualization and can thus help our numerous customers in many IT fields, through tested and certified methodologies.

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#### **MORE INFORMATION**

For more information about the professional services offered by 4IT Solutions, visit our website [www.4itsolutions.com](http://www.4itsolutions.com) or contact us at [sales@4itsolutions.com](mailto:sales@4itsolutions.com)