

Care24: 24/7 Proactive Monitoring

Care24 is the easiest, fastest and most effective way to monitor and help you manage your systems and services. 24x7x365 our non stop service monitors infrastructure, performance, applications, and provides alerts and incident handling to your SLAs.

Our constant 24x7 checks prevent big problems, avoid costly downtime and enable quick resolution! We will check on the health of your IT infrastructure regularly to ensure that there aren't any issues – small or large – that could adversely affect your business.

We don't wait for you to call us with a big problem. We work proactively and use an automated system to spot issues before they cause hefty downtime.

These checks can be configured to your exact requirements – every week, day, hour or every 5 minutes!

If our system finds a problem it immediately alerts our dedicated team of engineers so that they can get to work before your business is badly affected.

We will give you peace of mind by emailing you regular reports detailing what we have been checking for you and what the result of those checks were.

What we can check for you:

- Device health
- Network health
- Backups
- OS operation
- Disk space
- Email server space
- Disk growth
- Printer ink levels
- Critical events
- Intrusion check
- Anti-virus
- Websites...

...and much more – we can monitor virtually any networked system that your business needs!

Other key features

Regular reports: to keep you informed about your infrastructure status

Customisable monitoring: we can check almost any system at any given interval

Live portal: to give you – and us – a view of your infrastructure using any browser in any location

Automated notification: immediately informs our engineers remotely of a problem – any time, anywhere

Automated problem solving: we can fix many problems automatically, speeding resolution and reducing downtime

Key benefits

Reduce downtime: our engineers can be notified before a problem affects your business

Protection and safety: critical systems are monitored 24/7

Peace of mind: we send you regular reports to keep you informed

Automatic monitoring: crucial checks always happen

Quicker resolution: our system identifies the root cause of problems

Save money: how much would it cost you if your website or email server went down for just an hour? We can help reduce that for just pennies per day!

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New!

Assure24 Audit Agent gives you a monthly audit of your IT estate:

- Hardware configurations, from servers down to attached PCs and laptops
- Software versions - make sure you are correctly licensed and there are no rogue users.



Care24 provides on-demand enterprise grade monitoring for all major platforms and applications.

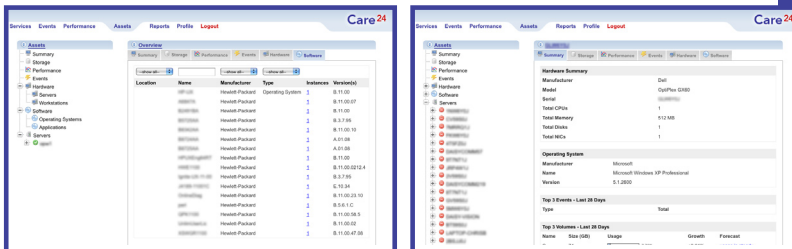
What platforms are covered?

- Windows
- Linux
- Unix – (HP-UX, IBM-AIX, Solaris)
- MPE (HPe3000)
- Tru64 (HP Alpha)

What SANs are covered?

- HP EVA
- IBM DS4xxx
- IBM nSeries
- NetApp
- EMC

New functionality is constantly being added to our service; covering new applications, operating system, disk arrays, platforms and devices.



Find out more about Care24 Print Management: asset checking, ink levels, duty cycles, consumables management.

Call your Care24 team on:

0871 200 3730

Summary

We offer a superior IT support service because:

We proactively monitor your business systems – we don't wait for you to call

Our engineers can be working on a problem before it affects you

Our system can be configured to perform checks as often as your business needs

Our system can be configured to check the systems that you require

We will give you detailed, regular reports to show you exactly what we've been doing

We provide this for just pennies per day – less than the price of a cappuccino!

But don't just take our word for it!

We can show you: in just a few minutes we can install our actual monitoring system and demonstrate it running on your infrastructure!