

# IT Service Monitoring

Integrated with Your Service Desk



## Remote Managed Services

According to Gartner Dataquest, the total U.S. managed industry is expected to grow from \$7.9 billion in 2000 to \$31.4 billion in 2006. Why? Because IT monitoring will demonstrate regulation compliance, monitor various aspects of your network, and reduce the time to detect and resolve issues. The NAI Remote Management service will help you achieve all this at 60% less than traditional tools and solutions.

The Remote Management suite of managed services is designed to assist clients in maintaining and supporting their IT infrastructure. These services include expanding previous monitoring capabilities to include systems, applications, routers, switches, hubs, and much more. Remote Management is designed to decrease the amount of time spent on day-to-day maintenance tasks that need immediate attention. The service was developed in conjunction with best of breed remote monitoring and managed tools to remotely support client IT infrastructures 24 hours a day, 365 days a year.

The Remote Management suite of managed services is offered in several tiers to give you the flexibility to choose which set of deliverables best meets your specific requirements. Each tier combines 24x7 monitoring, alert management, and a specific set of preventive maintenance tasks that are performed at varying frequencies.



The MSPAlliance Managed Services Accreditation Program is the only best practices and standards-based program specifically created for the managed services industry. One of the greatest difficulties in benchmarking any company in this industry lies in the tremendous variety of MSPs currently in existence. While some providers focus on security, others may focus on network and systems management. While some MSPs may focus on the enterprise sector, others provide solutions to the small and medium-sized business market.

- ✓ Access to skilled technicians. We do not hire “script readers”!
- ✓ US Based NOC
- ✓ MSP Alliance Accredited NOC
- ✓ ITIL/ITSM Based methodology and toolset
- ✓ Leverages Best in Class remote monitoring and management tools
- ✓ We become an extension of your support team

# Remote Managed Services

The Remote Management suite is designed to assist clients in maintaining and supporting their IT infrastructure. Our Remote Management offering was developed in conjunction with Level Platforms to remotely support client IT infrastructures 24 hours a day, 365 days a year. Remote Management is a flexible offering that includes monitoring and reporting, alert management and resolution, and a host of preventive IT support tasks in one complete package to assure optimal infrastructure performance.

Many companies have discovered that implementing a monitoring solution is a difficult and complex task. Even if you have this capability in-house, many solutions cost far more than budgets allow. The Remote Management suite of services is designed for clients who do not have the resources or budget to implement their own solution but need to monitor their network.

Remote Management services combine fault, asset, performance and support in one complete package. In the IT industry, the most time-consuming and resource-intensive activity is the day-to-day maintenance tasks that demand immediate attention and over-utilize your IT staff. Remote Management is designed to decrease the amount of time spent on these tasks.

Lastly, the Remote Management service goes far beyond just threshold monitoring and reporting. It also handles "Patch Assessment", "Vulnerability Scanning", and "Security" reporting against your servers to isolate attacks and possible security breaches. These reports that are produced help to meet the auditing requirements associated with Sarbanes-Oxley, HIPAA, and GLBA.

## Benefits

- ✓ Continually monitors the network, system, and application environment
- ✓ Monitors routers, switches, hubs, and WAN connections
- ✓ Monitors Windows NT services and processes
- ✓ Monitors application availability and latency
- ✓ Monitor Microsoft, NT, Novell, and Unix servers
- ✓ Rapid identification of problems based on customer-defined threshold limits
- ✓ Alerts processed and resolved remotely by NAI
- ✓ Capacity planning, maintenance, and regulatory documentation
- ✓ Enhance staff productivity
- ✓ Reduced business interruption
- ✓ Access to top technology expertise



- ✓ Demonstrate regulation compliance
- ✓ Monitor network availability and traffic
- ✓ Provide a single view of technology environment
- ✓ 24/7 remote infrastructure support
- ✓ Enhance staff productivity
- ✓ Save 60% compared to traditional tools and solutions
- ✓ Reduce risk of data loss, virus attacks, and security breaches
- ✓ Offer predictable costs
- ✓ Agent-free

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