

Total Server Care

Remote Server Care Includes: 24x7 Monitoring and Troubleshooting of Servers: Operating System/Terminal Server Active Directory Microsoft Exchange Microsoft SQL Server Citrix Sharepoint Symantec Backup Exec Linux Security Log Analysis Server Preventive Maintenance Anti-Virus Management Spyware Detection & Removal Backup Monitoring & Administration

Most small and medium sized organizations today host a few servers – Windows or Linux based OS with applications for messaging, back-up’s and databases running on them. Managing these servers and applications for availability, performance, health, faults, security, utilization and capacity in real time would require you to hire an IT manager with above average credentials. These Servers are the nerve centers of your mission-critical infrastructure. They are your business today. The smallest of problems can translate into system downtime, lower staff productivity, and potential revenue loss. In short - the impact of IT downtime for SMB markets can be disastrous and can keep you out of business for days. With Beyond Logik Remote Server Care, you can rely on our best practice policies, certified technicians and decades of experience to effectively monitor and manage your servers remotely. Our aim is to deliver high class Remote Server Care at a flat affordable monthly fee per server, allowing you more time to focus on your core business.

Beyond Logik’ Remote Server Care solution provides a full back office infrastructure with a very structured network operations facility. Remote Server Care’s technology platform has built-in server monitoring tools, a knowledge base that's ahead of the market to determine what to monitor and how to respond, a well trained staff to watch alerts and categorize them into Critical and Non-Critical events and conduct detailed analysis to solve the problem, and the ability to provide remote remediation services.

• Autonomic Server monitoring policies:

When the Remote Server Care agent is installed on a server it runs an automated process that performs a self-check routine. This then determines what ports, services, and processes are currently open and or running on that machine. This information is analyzed carefully and automatically configured for monitoring events based on our knowledge base. Then best practice policies are applied to monitor the server’s performance and health statistics.

• Categorizing Critical and Non-Critical alerts:

Over the years, the Remote Server Care team has developed processes to segregate alerts into Critical and Non-Critical events. Every Server sends about 10-15 alerts a day and acknowledging, categorizing, and escalating these alerts is a time consuming process that requires skilled staff. Remote Server Care’s NOC technicians will provide this service for your company.

• 24x7 monitoring processes: Remote Server Care’s NOC is staffed 24x7 to provide monitoring services. The NOC has more than 250 staff members, who work in 3 shifts to provide monitoring services for your servers, devices, and desktops.

• Remote Remediation Services: Remote Server Care’s NOC team will provide remote remediation services as required on best effort basis to resolve the problem. In the event the problem cannot be resolved remotely, we will dispatch a Network Engineer to your location to resolve your issue.

Primary Benefits:

• Reduced investment in infrastructure: Remote Server Care eliminates the need for building and maintaining an in-house infrastructure that provides a 24x7 monitoring service. Comprehensive Back Office Support that includes Remote Server remediation services at flat monthly rates. There are no "per-incident" charges. Remote Server Care’s staff watches for server alerts, filters the data, does the problem analysis and also remediate the problems remotely on best effort basis. All of this is done without the intervention of your internal IT staff.

- Manpower (help desk, dispatcher, server experts)
- Building processes for internal NOC operations – knowledge base for what to monitor, understand what is considered Critical and or Non-Critical events, etc.
- Buying expensive tools that provide extensive monitoring, detailed reporting, trending and remote control.

• Proactive approach: Our Network Operations Center (NOC) provides 24x7 visibilities with Remote Monitoring and

Management of Windows servers – including applications, which are specially designed for Small to Medium Size Businesses. Remote Server Care's tools provide multiple preventive checks each week, reducing chances of failure. Trend reporting on critical parameters makes it possible to capture and analyze important parameters.

• Less work for Internal Staff: When a Server is monitored, it generates about 10+ alerts per day. NOC separates the Critical and Non-Critical issues. Our NOC helps in problem analysis and provides steps for resolution during warning and error conditions. Our NOC team carries out all the steps to remediate the problem from the remote location on best effort basis. Our NOC expert help is available by e-mail or phone when a partner support person goes onsite if the problem cannot be resolved remotely. Improvement of your staff's productivity because our services allow them to re-focus their efforts on project work and on strategic initiatives, instead of keeping up with alerts.