Proactive Server & Systems Health Monitoring Service

The Visual Data Systems Proactive Server & Systems Health Monitoring Service is designed to allow our clients who cannot afford a dedicated on-site Information Technology Manager, but are completely dependent on their computer systems for all their operations and revenue generation, an option to monitor the health of their computer systems on a daily basis.

This service provides our clients the peace of mind of knowing that highly trained and skilled Network and Systems Engineers will be remotely monitoring your systems' health on a daily basis. They will perform and log detailed weekly health evaluations on your systems and receive immediate email alerts directly from your system when problems do arise – all without the high cost of a dedicated in-house resource.

If...
- Your business relies heavily on your computer systems including servers, data base management systems, internet access and email
- You would consider it important to know of existing (and correctable) issues that are putting your computer systems at risk
- It would be operationally and financially advantageous to prevent an outage that could take down you business computer systems for an extended period or on your busiest days of the week
- Your company cannot afford the luxury of a dedicated on-site IT Manager

Then the Visual Data Systems Proactive Server & Systems Health Monitoring Service
is a solution that you need to investigate.

How Does It All Work?

I. **Weekly:** Our Network/Systems Engineers will remote access your servers every week and perform detailed analysis and review of all key systems, including:

- Full Hardware Health Evaluation
- Available Disk Space
- Special Software Backups
- Tape Backup Logs
- iBackups
- Anti-Virus System Status (Servers & PCs)
- Windows Updates Status (Servers & PCs)
- Full review and evaluation of all System/Application/Security/Service Logs

All results are logged for long term tracking and trends analysis.

Additionally, we perform weekly maintenance tasks, such as:

- Manage Windows Updates for your enterprise
- Sync iBackup stores
- Defrag all Server drives

II. **Daily:** We configure your servers and systems to send us morning status reports and each morning (7 days per week); we review and analyze the reports. If an issue arises that needs attention, we immediately remotely access the affected server/system. The daily status reports include:

- Server up time
- Auto-Started Services not running
- Microsoft Update Services status
- Processor/Memory/Disk Performance Summary
- Processor/Memory usage by Process
- List of all Critical Alerts generated in every log during last 24 hrs
- List of all Critical Errors generated in every log during last 24 hrs
- Tape Backup Status
- iBackup Status

III. **On Demand:** We configure data thresholds and fail triggers on your servers for a multitude of critical internal systems, services, processes, and performance counters. If any tracked system fails, or threshold is exceeded, an email is immediately sent to your primary Network/System Engineer, who will then take the appropriate action.

Be If an issue arises that can be easily corrected, we do so immediately, included as part of the service. If an issue requires more extensive attention, we call you with an appraisal of the issue and recommended solutions. If it is a hardware issue for equipment under warrantee, we contact the manufacturer directly to arrange for an on-site repair, and we manage the call through completion.

A further benefit is the extended experiences of our Engineers… We work with a multitude of companies having similar systems and infrastructures, so an issue discovered in one company can be researched and then resolved for multiple companies before the issue becomes critical to them.

What Does It Cost?

The in-depth weekly analysis of your primary server typically requires 30 minutes. Weekly analysis of additional servers, like Terminal Servers, dedicated Mail servers, or dedicated SQL servers typically take an additional 15 minutes each. The daily report review and analysis typically takes 15 minutes per week.

So, if you are a typical mid-sized company with one Small Business Server, full subscription to the Visual Data Systems Proactive Server & Systems Health Monitoring Service including all the benefits provided by our Network Professionals entails **less than one billable hour per week**!

There is a **one-time setup fee** to cover the cost of configuring access to your systems and configuring your systems to generate the daily status reports and setting up the alert thresholds. This typically takes about an hour, but is dependent on the complexity of your environment and the number of servers.

- If you'd like to take proactive control of the health of your critical business resources
- If you'd like the benefit of highly skilled Network Professionals monitoring your systems
- If you'd sleep better knowing that a dedicated Systems Professional will be alerted
- immediately if one of your core systems approaches a fault condition

The Visual Data Systems Proactive Server & Systems Health Monitoring Service
Is The Service You Need!

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