TruStack Managed Monitoring

TruStack Managed Monitoring is part of a Managed IT service that allows us to manage and track our customers IT infrastructure.

Features

- Provide ProActive monitoring of systems and infrastructure
- Incident reporting
- Scheduled system optimisation
- Maintenance and updates (when necessary)
- Non-intrusive hardware & software diagnostics and information gathering.
- Remote take-over of servers, desktops and infrastructure when resolving problems.

A shared ownership model of IT infrastructure is highly efficient way to ensure smooth delivery of applications to your staff and customers.

TruStack can monitor as much or as little of your infrastructure as you like, giving you peace of mind that your systems are looked after, whilst you run your day to day line of business applications.

Client Managed   **Full TruStack Ownership**

TruStack have a dedicated team of support analysts who triage problems alongside the vendors, when necessary, and are available 24/7 365 days a year for high-priority incidents.

Our managed solution helps to forecast problems before they become severe enough to impact business.

For those who already have IT departments, we can augment these teams with proactive monitoring services whereby we communicate issues or indicators of failure before they become an issue working in collaboration as an extension to your team.

Benefits of TruStack Managed Monitoring

- ProActive Maintenance - minimal downtime
- Quick Incident Response
- Rapid Problem Resolution
- Automated Maintenance
- Detailed Reporting
- Peace of Mind

TruStack Managed Monitoring Covers

| Server | Storage | Firewalls | OS Systems | Anti-Virus | Switches | Back-ups | Desktops |