

## Active Monitoring Service

# Full visibility and faster response across your entire IT estate

## SUMMARY

- 24x7x365 monitoring of your infrastructure by systems experts, at a lower cost than in-house monitoring and support
- Immediate notification of critical events, leading to rapid problem resolution
- Improved uptime and availability

## FEATURES

- Vendor agnostic, multi-device support across your entire IT environment, customised to your systems
- Logging and monitoring of networks, servers, storage, databases and applications with customisable alarm notifications
- Trending analysis to optimise availability of your systems Priced by device or as a suite

## VIADUX ACTIVE MONITORING IS IDEAL FOR:

Organisations who wish to take the pressure off internal support resources, or who do not have any monitoring systems in place and wish to enhance their responsiveness to their business.

Any organisation seeking to reduce OPEX.

Viadex provide a comprehensive infrastructure and network monitoring and remediation service for your resources.

Our solution strengthens your capabilities, giving you greater visibility and transparency into what is going on; with no need for you to invest in people, processes and technologies to maintain seamless operations.

## THE SOLUTION

Focus on your core business strategies, innovating and growing your business, while Viadex keep your house in order.

Viadex provide a customised monitoring platform for your environment. It is independent of your existing systems, giving you unrestricted visibility into your data – connecting securely and seamlessly to your infrastructure.

## THE STRESS-FREE WAY TO SUPPORT YOUR USERS

Our service includes utilisation and operational performance of everything from basic hardware level components through to CPU, network, storage, and power supply.

It also covers critical business applications and end-user systems, including performance characteristics and specific detailed level events like network errors or failed backups and tasks.

## UNRESTRICTED VISIBILITY: CUSTOMISED VIEWS

Pre-defined templates	Detailed threshold levels	Detailed triggers	Actions
Available for all types of devices and thresholds that can be applied quickly to your infrastructure	Can be used including percentage or fixed/variable parameters	Can be used including failed/retry backups, performance criteria, time windows of activity/in-activity, whether a job activated/completed and fundamental application checks including service availability or database activity, hardware faults etc	Relating to triggers to notify either the Viadex Service Desk or your staff directly via email and/or SMS, including time-based escalations

Viadex Active Monitoring provides high order of first-touch resolution, access to a wide range of skill sets and multiple levels of escalation. Our strict SLAs ensure you can scale your business and infrastructure without adding additional staff or complex tools and technologies to keep your business running.



## Active Monitoring Service

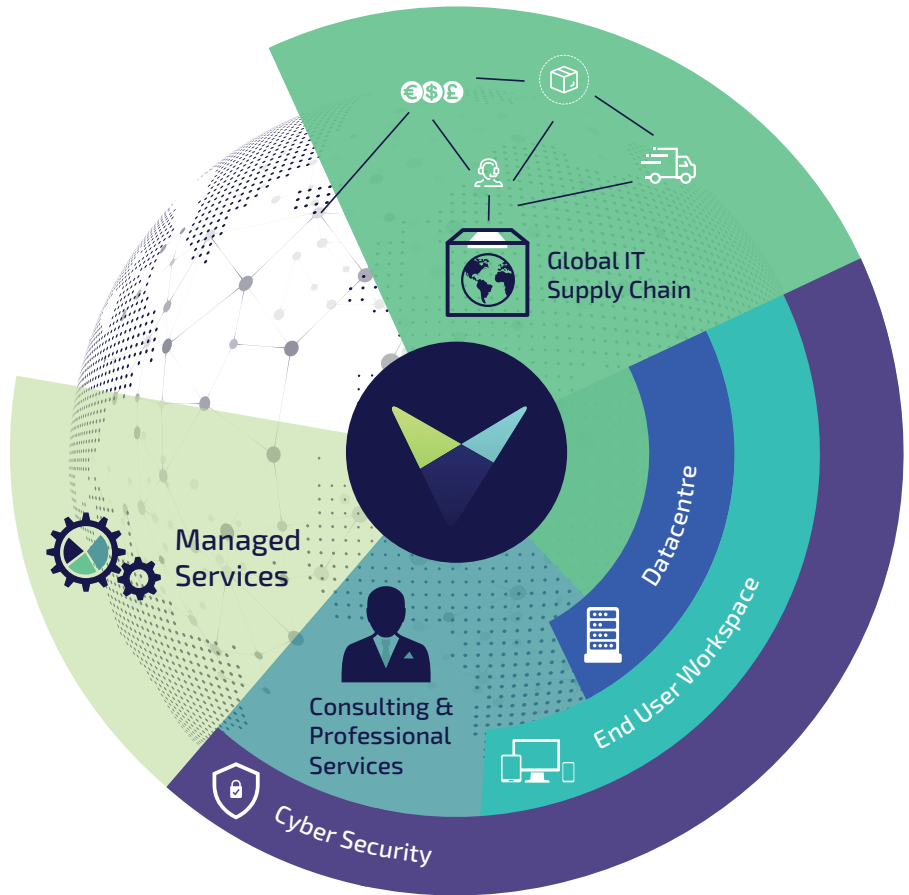
## About Viadex

**Tailored:** We tailor our Managed Services to meet your needs and business demands. Services range from monitoring events in your datacentre to managing your hybrid environment, out to your end users' desktops and applications.

**Protection:** Viadex Managed Services provide continuous vigilance over what happens in your datacentre, your systems, your cloud environment, network, applications and endpoints.

**Support:** Viadex provides 24x7x365 technical expertise, service consistency and flexibility across multiple vendors, technologies and geographies.

**Focus:** Viadex help you to reduce overheads and improve efficiency by leveraging our scale, methodologies and high levels of standardisation to deliver world-class solutions enabling your business to concentrate on what



### Global Logistics

By partnering with our customers, we handle the process of manufacturer evaluation and selection, commercial negotiations and global support to make sure the technology solutions meet the necessary business requirements.

The Viadex Global Logistics Service helps you create an infrastructure that is agile enough to adapt and grow with you across the globe. The entire team work across all International time zones, no matter where you are based, offering a 24/7 emergency worldwide response.



### Consulting and Professional Services

An agile infrastructure designed to service end-user experience is both critical and indispensable in today's world.

Viadex Consulting and Professional Services follow our core methodology of Audit, Design, Deploy and Optimise, to help transform your infrastructure to directly support your business productivity goals and enhance end-user experience.



### Managed Services

Viadex has the global capability to provide a wide range of Managed Service solutions to help organisations with the operation of their technology environments.

Viadex provide 24x7x365 technical expertise, service consistency and flexibility across multiple vendors, technologies and geographies.

Every service is wrapped into our Global IT Service Desk, using IT Service Management and ITIL aligned frameworks, detailing set processes supported by highly skilled and trained people.



Cyber Security



Datacentre



End User Workspace