



Managed Services - Remote Server Monitoring

Tripod IT remote server monitoring makes sure your server is kept in the best possible health; safeguard your business data and avoid the potential loss of revenue a server failure may bring.

Tripod IT's Remote Server Monitoring - Daily, Weekly and Monthly Checks

Our server monitoring service comprises of a series of daily, weekly and monthly checks followed by actions designed to minimise server downtime. These include:

- Making sure the backup ran and verifying it completed successfully
- Monitoring available disk space
- Monitoring of event logs, anti-virus and security updates and performing security checks
- Configuring the server to notify us as it becomes aware of potential problems

Daily responses include: bug fixing, patching, managing Windows updates.

These are part of the normal operation of your systems and can be dealt with remotely. If neglected they may cause costly problems in the long term. Daily monitoring will go a long way to ensure that if things do go wrong we are able to respond quickly and effectively to minimise any server downtime.

1Benefits of Monitoring

Apart from peace of mind, you should expect to save time and money:

- ✓ You no longer need to wonder whether you backup works or not
- ✓ You'll know your anti-virus is up to date and working effectively
- ✓ You'll optimise the investment made in your server and network infrastructure -maintained equipment tends to last longer.
- ✓ As critical systems are constantly being monitored and proactively maintained, the risk of extended downtime is reduced.
- ✓ Because your server(s) are monitored, more is known about them. This information can save both time and money both in the event of a disaster and when the time comes for a server upgrade or replacement.
- ✓ Our engineers spend a lot of time each day monitoring and maintaining many different servers and inevitably become skilled in monitoring and maintenance.
- ✓ Patching and baseline security analysis leaves your server less vulnerable to attack.

2Pricing

Our pricing reflects the time spent by our engineers pro-actively managing your server remotely.

1st server
£120 per month

2nd server
£100 per month

3rd and subsequent servers
£80 per month

All prices shown are ex VAT.

¹A Server Monitoring subscription does not take the place of routine maintenance of your system, or cover hardware failure, new equipment installation, training requirements or IT consultancy. You will be informed if after investigation chargeable remote work or a site visit is required to resolve the issue.

²A time limit of 20 minutes per incident will apply. Any remote work taking longer than 20 minutes per incident or onsite work resulting from a telephone support request will be chargeable at our rate of £65.00 per hour + VAT

Monitoring by experts - We are Microsoft Certified Partners, Networking Solutions and Small Business Specialists

Managed Services

Server Monitoring combined with our Telephone Helpdesk service can provide your business with a professional IT department at a fraction of the cost of recruiting and employing qualified staff yourself. Our Business Grade ADSL and Web Hosting enable us to also extend our support to your email and internet connection.



For further information on these or any other services provided by Tripod IT Limited, please call 01453 750747 or email wjc@tripod-it.co.uk