



## Del IT Services Remote Management Services

Del IT Services' Remote Management Services provide clients with peace of mind that their IT operations are being constantly monitored 24 x 7 and can be managed from anywhere, any time of day.



### Proactive Technology Infrastructure Management for Business

For many businesses, their network has become their primary method of communicating with their customers, vendors and employees. As a result, it is crucial to ensure that the network infrastructure is always available and operating at peak efficiency. If any critical device on the network suffers an outage, the downtime results in lost productivity for the entire organization.

The ability to predict, quickly identify and resolve problems in the network infrastructure is the cornerstone to maintaining peak performance.

Implementing technology management systems aimed at achieving optimum performance can be a costly and cumbersome task that is generally reserved for large companies.

As a part of Del IT Services Care, Remote Management Services offer a level of IT support that improves the reliability and performance of our clients' business technology by continuously monitoring and proactively managing their systems. These services also enable Del IT Services to more rapidly resolve unforeseen technology issues and produce meaningful activity reports that help our clients quantify the business value of their technology investments and improvements.

**At Del IT Services, we believe that every remote management service should include five key components:**

- An intuitive tool for remote monitoring of key network elements such as routers, firewalls and servers
- Real time reporting of network and device status with instant notification when service indicators reach a warning or critical state
- The capability for predictive analysis so potential issues are identified and eliminated before they become serious problems
- Historical and trend reports to help identify areas of future concern and to make informed purchasing decisions
- Secure remote access to the server or computer to quickly and effectively diagnose and resolve the technical issue



### Remote Management Services

Del IT Services' Remote Management Services consist of three related components: Remote Server Support, Remote Desktop Support and Remote Network Monitoring. This family of services improves a client's network and server reliability by maximizing uptime. Our seasoned consultants analyze performance and trend reports to ensure a client's IT infrastructure is reliable and optimized. As part of Del IT Services Care, Remote Management Services deliver a comprehensive, proactive IT management solution freeing clients to focus on their core competencies so they can achieve greater productivity.

### Remote Desktop Support

Del IT Services' Remote Desktop Support assists clients in two ways. First, our Central Services organization can remotely support desktop or laptop users immediately and at any time of day, minimizing downtime and lost productivity. Second, we can assist a client's distributed workforce in an effective and efficient manner, whether they are mobile users, frequent travelers or remote office workers. With a browser and an Internet connection, Del IT Services can support users wherever they are located.

The service provides:

- Secure log in and access to the remote desktop or laptop computer
- Remote control and full access to the computer to diagnose, install updates if necessary and remedy the problem as if the Del IT Services consultant is sitting in front of the computer

### About Del IT Services

Del IT Services is focused on enabling the success of Small Businesses through the effective use and management of technology. The company is an expert at translating the needs and business goals of small companies into robust, secure and affordable information technology (IT) infrastructures and providing professional support for them. Del IT Services is a trusted advisor to its clients, giving them unbiased and balanced advice, as well as expert support.

### Remote Server Support

Remote Server Support delivers maximum server uptime through secure and immediate server access when a potential problem arises. This service enables the Central Services organization to securely log into the server, using our Secure Remote Access tool, pinpoint the problem and resolve it remotely. Clients receive convenient and fast response because Remote Server Support can be done 24 x 7 without client intervention or disruption.

### Remote Network Monitoring

Remote Network Monitoring allows Del IT Services to anticipate and quickly resolve network issues before they become major problems for the client. The 24 x 7 proactive network monitoring gives clients peace of mind that key components of the network infrastructure are operating reliably.

Del IT Services will identify and suggest key network elements to be monitored, such as Internet connectivity, firewalls, mail, web and file servers. Once identified, we work with our clients to determine the business impact level and escalation requirements for each service monitored on each device. Then the Central Services organization sets up and configures thresholds for each device in the intuitive dashboard that provides at-a-glance status of all the network elements being monitored. If a monitored device or element reaches a threshold, a notification is triggered by the system. Based on the notification rules, the Central Services organization will verify the alarm and begin to remotely diagnose and resolve

the issue. If the issue cannot be resolved remotely, then a consultant can be scheduled for an on-site visit.

The service includes:

- Connectivity monitoring of most industry standard network protocols such as HTTP, DNS, POP3, IMAP, SMTP, SSH, generic TCP and more
- Device specific agents that monitor CPU activity, disk and memory utilization, process execution, batch log, appended log and Windows event log monitoring
- Complete asset tracking of all hardware components as well as installed applications.
- Secure, real time status reports with notification and multiple levels of escalation when a device reaches a warning or failure state
- Access to historical and trend information for capacity planning and future budgeting decisions
- Monitoring and management of all Server and Desktop updates, patches, Antivirus and Spyware updates and scans
- Remote desktop maintenance to remove temporary files and disk defragmentation
- Backup monitoring (See our Backup solution as well)
- Monthly executive reports e-mailed to the client with details of all items monitored

Del IT Services' Remote Network Monitoring provides small businesses with enterprise-level monitoring capabilities at a fraction of the cost.