Server - 24x7
Round-the-Clock Monitoring

Instant Alerts. To the right technician. With accurate information. So we can fix it fast.

Sherman Consulting Services 24x7 Round-the-Clock Monitoring turns conventional IT support on its head. Rather than wait for you to notice that a system has failed – often involving time-consuming 'systems fiddling' on your part – our 24x7 monitoring will alert us to problems at your sites. We'll almost always know about a systems issue before you do, so we can fix it fast and minimize your business disruption.

What is 24x7 Round-the-Clock Monitoring?

24x7 Round-the-Clock monitoring checks your critical systems every five or fifteen minutes at your option. Whenever it sniffs a problem, it sends an email or SMS alert showing the exact nature of the problem directly to us. We'll see the true nature of the problem – rather than having to depend on your best guess. That means we can fix it faster – and radically boost your overall uptime.

What Does It Check?

Every five minutes, 24x7 Monitoring will...

- Check that your server is up and running.
- Check that you can connect to the internet.
- Check any or all of your Windows® Services, vital components of your server's operating system. Services provide vital services that allow you to logon to your network, access the internet, even print your work.
- Ping various network devices or remote offices that you need to do your work.
- Check TCP ports on your network, on other networks or at your ISP. If any of these ports are failing to respond, you may be unable to connect and do your job.
- Check disk space to ensure it's below a set threshold.
- Check RAID devices to ensure that all disks are functioning correctly and data is safe.
- Check your website to ensure it's up and running and serving your customers.
- Check other devices using SNMP.

If there's a problem, we'll be alerted instantly so we can take specific action to resolve the issue – almost always before you know you have one.

With 24x7 Round-the-Clock Monitoring

Conventional Service Process

Key Benefits

- Specific, informative alerts show us the exact nature of the problem. We can fix it faster.
- Problems are almost always highlighted to us before you even know you have one. Uptime is maximized.
- Alerts are routed to a technician.
- Alerts for mission-critical systems can be set by SMS day or night.

How do I get going?

24x7 Round-the-Clock takes a few hours to set-up, doesn't require any system reboots and can be protecting your business from downtime today. Contact Paul Sherman to find out more.

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Workstation - 24x7
Round-the-Clock Monitoring

Proactive, preventative health checks each and every day.

Boost productivity and security.

SCS Workstation Monitoring means that you can rest assured that your PC's and laptops are in business-ready condition. Our proactive, preventative health checks test key components of the system each morning. We'll be able to spot problems – almost always before they cause user downtime – and can fix them fast so your employees can make the most of every day.

What are Workstation Health Checks?

Because your working day is dependent upon your PC, it's essential that that equipment is ready-to-use at any time.

SCS Workstation Health Check Service conducts start-of-day checks to ensure your systems are in peak condition.

Proactive Workstation Health Checks perform the following:

- Checks that your antivirus is right up-to-date and keeping you safe.
- Check that your Windows® Services (the bedrock of your computer's operating system) are operating properly.
- Looks for unauthorized log in attempts and determines whether someone has been trying to hack into your systems.
- Checks to ensure you have adequate disk space remaining. Running out of disk space can cause your computer to crash and involves lengthy delays to repair the device.
- Check that your disks are healthy and there are no integrity issues.
- Reviews Critical Event log entries and spots other issues.

Rapid Response When There's a Problem

If there's a problem, we'll receive an Instant Alert showing the cause of the problem, and we'll see it on our Dashboard almost instantly. Our mobile technicians in the field will receive SMS alerts on their mobile phones and can log into their MiniDash™ to see the exact cause of the problem. The net result: rapid, accurate response and dramatically reduced downtime.

Key Benefits

- Rest easy in the knowledge that your AV is always up-to-date, your disks are in good health and Event logs are checked daily.
- Instant, accurate alerts mean we can resolve problems fast. Avoid wasting hours waiting for engineers to diagnose and repair problems.
- A small effort applied each and every day means your systems are in peak health.
- Cut downtime. Increase productivity in the office.

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SCS Client Portal

View the exact status of all your systems – anytime and anywhere.

At SCS, we believe in total transparency.

Your systems are your systems and we think you should be able to see the exact status of your computing resources – and how well we're doing our job – at any time of the day or night.

What is a Client Portal?

A Client Portal is an easy way to view your IT network and its current status. You'll be able to log in to your client portal website – or even on your mobile phone – and see the issues that we're working on at that time.
You'll see:
- whether your antivirus is up-to-date
- whether your backup has completed successfully
- if your website is up or down
- overall health of the system.
- view and print your Asset Inventory Report and get an exact picture of what hardware and software you're running.
- view and print your Asset Change Report so you can see what software has been added – or what hardware has been removed.
- view and print your Software License Report so you're able to see whether you're within your paid-for license limit.

Unlike other IT support companies we won't baffle you with "IT speak". We'll just let you see for yourselves!

How does it work?

We provide you with a password and login details so you can...
- log in at http://dashboard.scs.com
- or into your Mini Dash on your mobile phone or PDA at http://dashboard.scs.com/minidash
- view the current status of all your systems including website, AV, disk health, backup, and more.

Don't worry – it's view-only so you can't accidentally "break" or change something.

Key Benefits

- Anywhere access on your mobile phone.
- Anytime access to Asset management Reports including Asset Inventory and Change reports.

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