



Advantages of pro-active monitoring and alerting

Monitoring is performed 24/7/365 by configuring the hosted software to perform these tasks and send an email or SMS alert whenever an event occurs that needs attention. This includes:

- monitoring of all server event logs
- monitoring of proper AV updates and activity
- monitoring backup status, whether on-site or remote
- monitoring firewall activity, hack/spam relay attempts
- monitoring system bottlenecks (processes, CPU/RAM/DISK utilization, etc.)
- real-time Inventory collection

The benefits:

1. Improved productivity and reliability

Most problems display warning signs before becoming critical issues resulting in larger problems :

- Failed backups
- Failed updates on anti-virus
- Failed hardware
- Failed services (Exchange, SQL, ...)
- Outdated equipment, operating systems or applications
- ...

Any one of these examples, or countless others, if left unchecked could easily develop into a crisis situation with loss of productivity and finances for the company. Proactive monitoring gives the ability to take actions to prevent these emergencies.

2. Save money

Hourly based, reactive support for a small business customer is typically unstable. There will be quiet periods where everyone (including the IT service provider) is just happy that things seem to be working nicely. And once in a while, one of those crisis situations will occur with the need for expensive interventions that come above the suffering of downtime.

If proactive monitoring can be delivered at a similar cost to hourly, reactive support, there is little reason for a small business owner to opt for the old model of hourly support.