

# 24x7 Monitoring



## 24x7 Monitoring You Can Count On

Platinum Information Services offers comprehensive Network monitoring that includes Servers and Desktops at flat monthly rates, there are no 'per-incidents' charges. Platinum's staff monitors device alerts, filters alarms and does the problem analysis for you. Our Network Operation Center (NOC) provides 24 hour, 7 day per week visibility with monitoring and management of Windows-based equipment. Your staff will be allowed to focus their efforts on project work and strategic initiatives, instead of keeping up with alerts while IT costs are flat-lined for consistent budgeting.

### Primary Benefits Include:

- Reduced investment in infrastructure  
Eliminate the need for building and maintaining infrastructure, training staff and purchasing expensive tools
- Less menial work for internal staff  
NOC staff monitors and separates Critical and Non-Critical issues with appropriate escalation paths
- Increased asset utilization  
Deploy senior technical staff to more critical project work and increase efficiency

### Remote Server Monitoring

- 24x7 monitoring with email notification to Platinum and client
- Critical Issue Alert: Escalation based on issue and open time, over 200 services and hardware components
- Software Patch Management: Automatic or on Demand

### Remote Desktop Monitoring

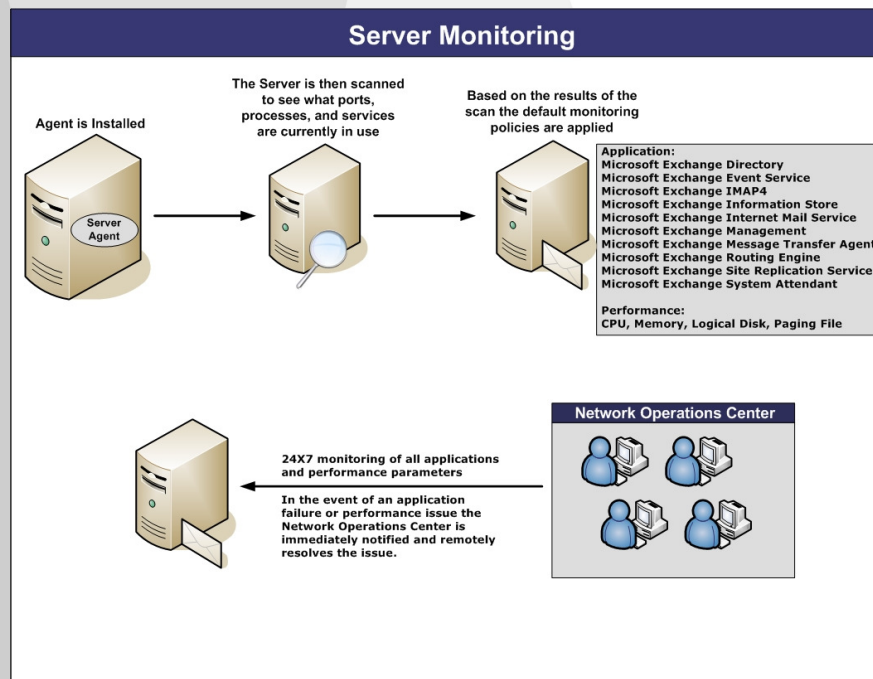
- 24x7 monitoring with email notification to Platinum and Client
- Critical Issue Alert: Escalation based on issue and open time, monitor software and hardware components
- Software Patch Management: Desktop software inventory and anti-virus software provided by client

### Platinum's Remote Server at a Glance

- 24x7 monitoring
- Alerts and Intelligent Escalation
- Categorization of alerts by Network Operations Center
- Problem analysis by Network Operations Center expert team
- Steps to resolution and ticket by staff

## Platinum's Experts in the 24x7 NOC

- **Personal Phone Alert & Problem Analysis:** On receiving a Critical alert, the NOC team investigates the compromised system and makes a personal call alerting your team about the occurrence of that Critical event. A call to you is made within 15 minutes of receiving the alert. Subsequently our expert team swings into action to analyze the cause of the problem and document the steps for resolution.
- **Security/Preventative Maintenance Services:** Platinum's NOC services includes White and Black-listing of critical Microsoft (OS & applications) security patches and many more preventative maintenance services. Flexible installation of these patches can be done either by Platinum or your staff.
- **Asset Tracking:** Comprehensive tracking of all software and hardware included on each server and desktop. Asset tacking provides information on configuration, software and computer identification to allow prompt problem resolution.
- **Custom Reporting:** Device reporting for your servers, workstations and printers. These reports will include information for technical changes in assets, Microsoft updates, Spyware and Antivirus as well as customized reporting based on your needs.



**To focus on your business and not your technology**

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