Remote Monitoring and Management Services – ITIL and ISO20000 certified

Service Management Solutions From I.T. Alliance Group

Protect your business with an industry accredited 24/7 proactive management service of your mission critical systems.

Overview

We use a best-practice framework to implement and deliver IT support services to meet the requirements of our clients. Our approach to the implementation of a new IT Support Service spans the lifecycle of a managed support service.
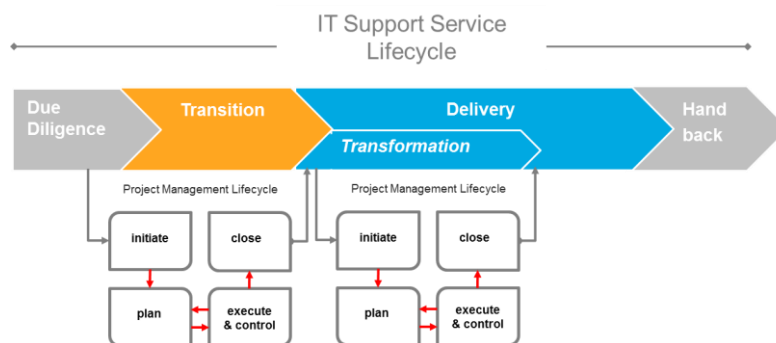
We have based our framework on our experience, the IT Service Management (ITSM) industry best practices including ITIL®, and the PMI's Project Management Body of Knowledge (PMBOK®).Our IT Support Service Lifecycle Framework has five distinct phases as outlined below. A project management approach will be applied to the phases to ensure they are governed, managed and controlled appropriately.

Remote System Monitoring and Management

Through the 24/7 Service Operations Centre, we can provide a suite of Remote Management and Monitoring toolsets to support your business environment whether cloud based, on-premise or hybrid. With this service we monitor and manage core operating systems, applications, network devices, server hardware, user workstations, storage, and virtualisation infrastructure.

System health checks are carried out daily and our alert management systems integrate with our ticketing system to ensure prompt response and resolution times. Accordingly, we are positioned to promptly react to and manage issues on a 24/7 basis. It will also be part of our remit to prevent any service impacting issues in the first place through availability and capacity management processes and practices. The 'out-of-hours' patch management service ensures your systems can be kept up-to-date without impacting business operations.

Our solution provides a variety of detailed reports around availability, capacity and performance of services and applications in a customer infrastructure, these can be used by our engineers to identify availability, performance and capacity issues based on historical data or they can be provided to the customer to aid them in making decisions such as upgrading of hardware. Our Remote Monitoring and Management solution is powered by Microsoft Azure public cloud, providing a multi-tenanted, highly resilient platform. Below is an illustration of how our remote infrastructure monitoring and management service works:
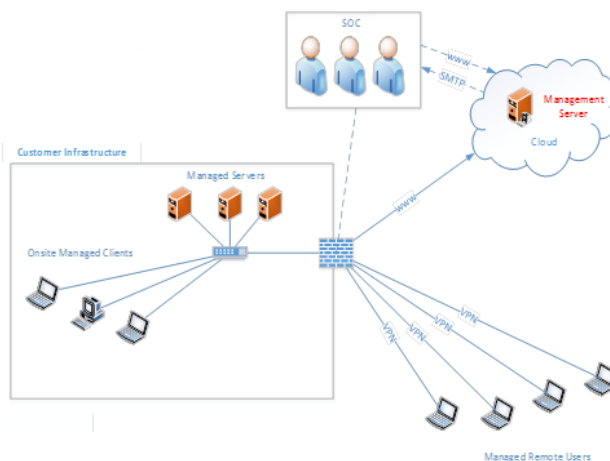
I.T. Alliance Services

Typical services include:

- 7x24x365 Service Operations Centre remote monitoring and management of ICT estate , including Alert Management; Event Management; Capacity Management and Availability Management

- 7x24x365 Service Desk single-point-of-contact response centre for Incident Management; Service Requests and Central notifications and communications

- Daily health checks and reporting

- Proactive management & maintenance (patch management of Operating System)

- Formal Change Management process

- Service Measurement, Reporting and Reviews

Key Benefits

- Cost effective managed services

- Risk reduction for clients

- Our proven experience and expertise

- Reduces our clients staffing costs

- Flexible approach to customers' needs

- Increased customer satisfaction

- Industry level service quality - our managed service is ISO2000 certified

- Value add and continuous service improvement initiatives