

SP-Manage

Summary: Infrastructure, network and server management and monitoring service

System Professional utilise industry-leading technology to continually monitor your critical server, network and application infrastructure up to 24x7x365 levels.

Service offering includes:

- Monthly reporting on server / network health and performance.
- Management of any server or network hardware incidents, including alerting the resolving party of your choice. Incidents reported on a monthly basis.
- Instant alerting via SMS, Email or Telephone to the resolving party.
- Manufacturer warranty and service contract management, including management of faults until successful resolution.
- Supplier and 3rd Party management, including managing supplier SLAs.
- Management reporting for the monitored systems on a monthly basis.

SP-Manage is available in three levels of cover to fit the specific needs of your business:

- **SP-Manage Partner** – Hardware-level monitoring service, 9am – 5pm, Monday to Friday
- **SP-Manage Premier** – Hardware-level monitoring service, 24x7x365
- **SP-Manage Elite** – Hardware, Software and Application performance monitoring, 24x7x365

Supported platforms include:

- HP, Dell, IBM, Fujitsu hardware platform monitoring.
- Microsoft Windows, Linux operating system management.
- SQL, Exchange, SharePoint application monitoring.
- Any SNMP-based network device, including F5, Cisco, HP, Nortel.