

Essential Support Services

“SYS-Watch Pro”



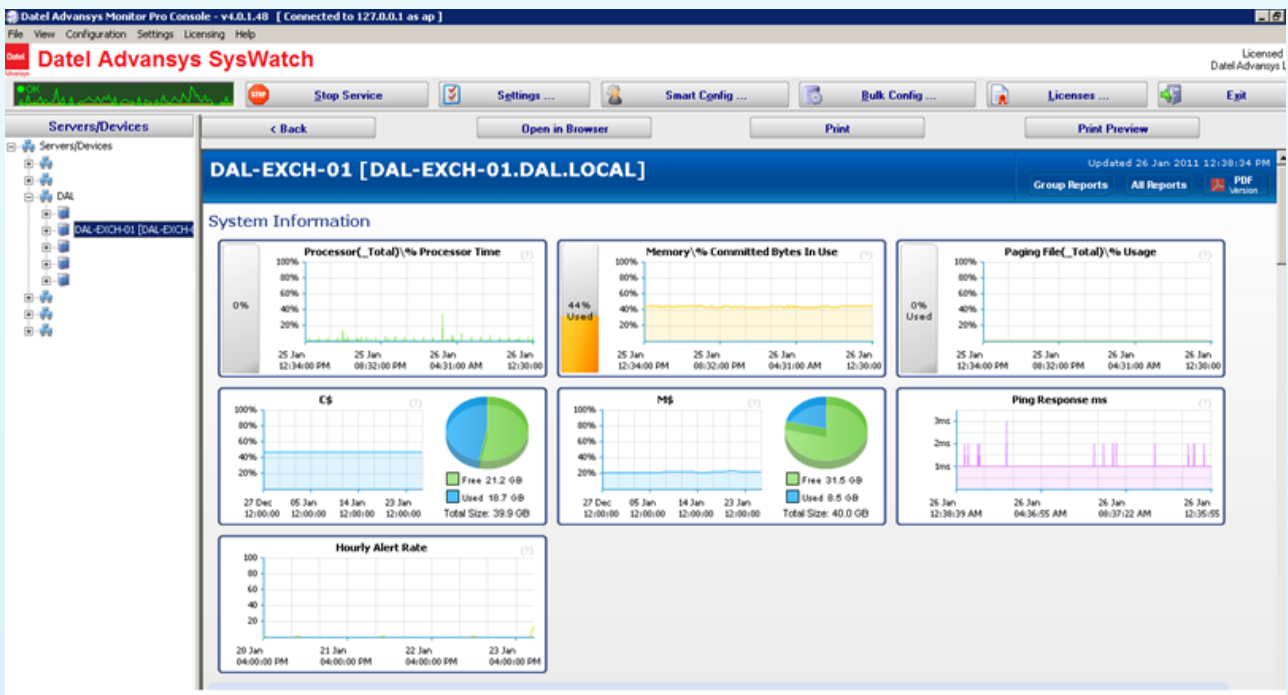
Businesses today are more reliant than ever before on their IT systems to deliver value and service to their customers. The reliance on increasing numbers of applications and the interoperability between them has led to various hardware and software technologies being adopted to enhance availability levels. The result is the ability to maintain service whilst a failed component is fixed.

Using these technologies however renders the traditional method of placing a support call when a problem is encountered somewhat late in the process.

The Datel Advansys SYS-Watch Pro service con-

stantly monitors your environment in order to predict and pre-empt service and performance interruptions, and alert our support teams of potential future issues, thus allowing us to maintain it in its optimal state.

We install and configure our SYS-Watch toolset within your environment, monitoring each of your servers for key parameters sending alerts to our technical teams in the event that a pre-set event or threshold is reached. This enables our specialists to assess and react to the problem leaving your staff to focus on their core business functions.



The service not only covers the monitoring of server infrastructure, core network, and operating system environments on a 24 x 7 basis, but also includes two service levels depending on your requirements. ‘Standard’ provides access to skilled personnel during UK business hours,

whilst the ‘Enhanced’ offering provides full support on a 24x7 basis

The service can be viewed as an extension to your in-house capability with the specialist expertise available as and when specific needs dictate for a set monthly charge.

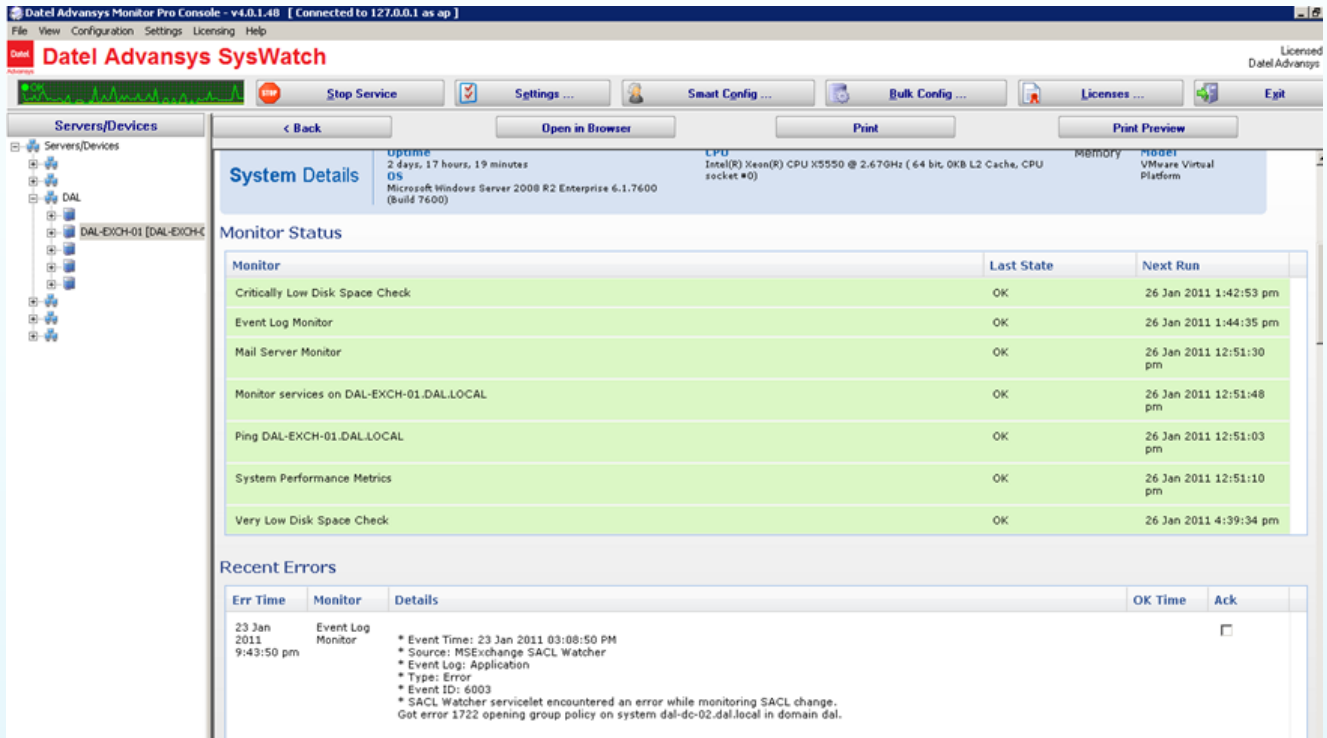
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Essential Support Services



SYS-Watch Pro solution includes:

- Provision of Datel SYS-Watch Pro software licenses
- 24x7 remote monitoring of your servers, networks and Operating Systems
- On-line access via VPN for our technical teams to login and diagnose problems during business hours
- Optional 'Enhanced' service level for full 24x7 support
- Liaison with third parties for vendor maintenance
- Assistance and guidance on patching microcode and operating system environments
- Service reviews including performance, availability, and improvement recommendations
- Provision of additional Technical Consultancy Units to provide access to specialist technical skills not specifically covered under the general contract terms.
- Management of third party contracts