E·SAFE | The ModernOffice™

"What is Remote Monitoring and Automation?"

Remote monitoring and automation is a process that can help alleviate some of the burden off of your network administrators. It is an automated software that keeps an eye on your network, scanning different outputs and specifications to create a report which one can analyze on a daily basis. The software can provide your technical experts with 24 hour monitoring of the physical infrastructure, loosening the strain on internal support resources. When something is off in your environment there is an alarm notification system that is linked back to your provider. Customers are notified in real-time via email, phone message, or through the ticketing portal. As critical events occur, this real-time notification allows them to reduce the time it usually takes to diagnose and correct the arising issues. This improves overall efficiency and maximizes their uptime. Most providers enable their customers access to the web portal, which offers a central repository of system information with a dashboard view of the status of their systems. This provides users with convenience and the confidence needed to continue to run at optimal speed. Also, the system automates everything on it's own which it extremely reliable. The monitoring and automation system runs 24x7 and performs regular inspections. This takes the possibility of human error out of the equation so you don't have to rely on calendar reminders and meeting schedules. Monitoring and automation software is the first step in creating more time for your network administrators.

E·SAFE Technologies — Start with a Plan, Finish with Success.

"How Can Remote Monitoring Improve My Business?"

Remote monitoring and automation has come a long way and has transformed the IT services industry. Here are a few things that these software applications monitor and track:

Hard Drive/Disc Space - Disc space on your network devices can fill up quick and then crash unexpectedly, leaving you down and out. The system monitors remaining space and creates a ticket when there is a threatening situation.

Backup Automation - Backups should run every half hour to make sure your business could be up-and-running in case of a disaster. The software keeps track of these backups and makes sure they are happening as smooth as possible.

Patch Health - Operating systems come are updated on a monthly basis to make sure your device doesn't experience lagging, glitching, and crashing. The support system automatically installs these patches and keeps your OS running at optimal speed.

Anti-Virus Updates - Hackers, spammers, and phishers are sitting at their computers on a daily basis trying to penetrate our networks to obtain personal data about our customers. Automation at the anti-virus level is extremely crucial to keep your data secure. The monitoring software keeps those anti-virus solutions up to date, ensuring that your vital business information is protected.

> **Next Issue:**
>
> **VoIP**
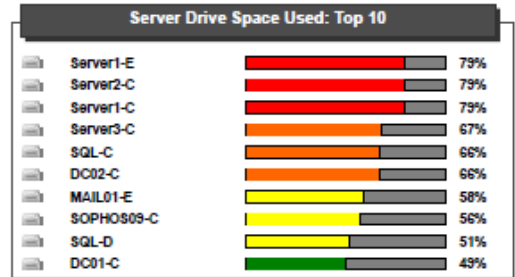
"How Does Remote Monitoring and Automation Work?"

Remote monitoring and automation is an extremely non-intrusive way to gather data and information about your network and systems. To implement the solution, a provider can come to your office and install the software on your servers and workstations. Once the software is running on your system, the network administrator will update the system with the appropriate services you are looking to implement. It can automate your backup process, patch updates, anti-virus solution, and create tickets through the web portal that will notify you if something is awry. If you are on a basic monitoring agreement, you can either try to fix the problem yourself or you can notify your provider (who will also receive the ticket) and they will resolve the issue for you. These automation software solutions are also part of most managed services contracts. Your provider becomes your trusted partner in IT, so they get to know your environment and equipment. They install the software and can resolve issues before they turn into business crippling defects. Monitoring and automation streamlines the IT support model and makes a huge difference in uptime. With solutions like these, simplifying your IT management has never been easier.

Server Drive Space Used: Top 10

Server	Used
Server1-E	79%
Server2-C	79%
Server1-C	79%
Server3-C	67%
SQL-C	66%
DC02-C	66%
MAIL01-E	58%
SOPHOS09-C	56%
SQL-D	51%
DC01-C	49%

"What's My Investment In Remote Monitoring?"

The pricing model for remote monitoring is similar to that of any managed services plan. Usually, you will be charged per device per month. These plans also come with a discounted hourly rate for services. Suppose the system creates a ticket that rolls into your email inbox. It is going to be a difficult process to get the problem fixed. You decide you want your provider to come and handle the issue. The technician comes on-site to provide the service at a discounted hourly rate because you already have a monitoring contract with your provider.

Monitoring prices per server usually range anywhere between $20 and $50 depending on the software the provider is running and the level of support. The prices per workstation are much lower, usually between $5 and $15 depending on the solution. You can also factor in how much time your network administrator is spending repairing issues that could be augmented with an IT consultant. Monitoring enables you and your staff to take a proactive approach to business continuity instead of reacting on a break-fix basis.