

SERVER MONITORING

A TCG Managed Service

The Computer Guys (TCG) Server Monitoring maximizes your server's performance and availability by identifying and resolving issues before they affect your business—and your customers. This approach provides you with a cost-effective solution for more reliable, protected systems that reduce your business risk, improve your cost control and ensure better utilization of your internal resources.

Our Support Center is equipped with the latest monitoring and remote access tools to identify and resolve most issues quickly and without the need for on-site visits. Twenty-four hours a day, 7 days a week, the "health" of your server is continuously reported centrally to the TCG Support Center, which is then ready to:

- Respond to issues affecting your network devices and address them before they become critical.
- Provide peace of mind that your server's connection to network resources and the Internet remains uninterrupted.
- Ensure that business applications such as Exchange, SQL, Veritas Backup, and other critical business programs are continuously monitored for functionality.
- Manage memory and disk utilization along with other performance counters so they perform at peak levels to ensure proper functionality.
- Deliver reports on hardware, software and security patch inventory so you always know the state of your environment.

You need The Computer Guys to deliver proactive server monitoring that provides:

- Steady checks for availability to Internet and other network resources.
- Management of disk space utilization, which often affects performance of server-based applications and the stability of the operating system.
- Central reporting of the "health" of your server; including memory, CPU performance and pagefile consumption.
- Complete inventory control – real time reporting of installed programs, patch levels, versions of applications and models of hardware components.
- Reduced downtime with assurance that server processes and applications are available and functioning properly.
- Decreased operational costs with increased productivity

Peace Of Mind Is Easy With The Computer Guys

You need to be certain that your IT investment returns maximum productivity. TCG's Server Monitoring, just one of our Managed Services, protects the performance, stability and security of your systems – providing peace of mind 24 hours a day, 7 days a week.

In addition to your Primary Tech, our monitoring services entitle you to periodic reviews by a TCG Account Manager to assess server performance and stability and make recommendations for enhancements.

We help you keep your applications available, maintained and performing strong while freeing up internal resources to focus on other critical, core business issues.

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Leveraging Technology, Lowering Risk