



# Service beyond the call

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0333 800 8800

## Remote Monitoring Your first line of defence



CCE provides affordable, proactive 24 hour monitoring and management of your Server Infrastructure.

**Our comprehensive server management keeps your servers running, available and secure.**

### Continuous Critical System Management

Our engineers will perform 24x7x365 monitoring and asset inventory management to ensure the health, availability and performance of your IT infrastructures. They will review alarms, filter for false alarms, escalate issues and suggest resolutions. This gives you the time to prioritise your workload, reliably meet aggressive service level agreements in a cost-efficient manner and assure the availability of mission-critical applications. We use ITIL best practice to effectively manage your IT requirements.

### Server Support Provides

- Work Station Security
- Patch Management
- Backup Management
- Service Monitoring
- Event Log Monitoring
- Hardware Change Monitoring
- Monthly Management Reports
- Alerts of any adverse changes to the system profile

### Consultative Options

- DR Management
- Firmware Management\*
- Desktop Support
- Desktop Policy Enforcement
- Application Installation
- Application Changes
- Spy Ware Removal and Management

\* Usually requires on-site attendance, e.g. quarterly contracted health check day by technical consultants.

### Network Support

Provides more advanced security measures for dealing with malicious threats, establishes baseline policies, asset tracking and changes, software rollout and upgrades and overall health of the workstation.

### Simple Network Management Protocol

- Network Audit
- Managed Switch Monitoring (SNMP)
- Managed Router Monitoring (SNMP)
- Daily System Audits
- Firewall Monitoring (SNMP)
- Network-attached UPS Monitoring
- Hypervisor (e.g. VMware Monitoring) (SNMP)
- Network-attached Storage Monitoring (SNMP)
- Bandwidth Management

## Find out more

Find out more about how CCE's IT support services can help your organisation, please contact our sales team on

**T: 0203 102 7010** or email

**E: [sales@cce.co.uk](mailto:sales@cce.co.uk)**

We will be pleased to discuss your requirements, welcome you on a tour of our facilities or provide you with more information.



**0333 800 8800**



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