

Proactive Monitoring System

Let our team of experts proactively monitor your IT environment remotely to avoid system downtime and prevent failures. We will take care of any issues as soon as they arise and deal with them from start to finish. So you can focus on your core business and rest assured that your critical systems are up and running at all times.

How does it work?

The monitoring software allows us to deploy agents seamlessly onto your network, including servers, workstations and any device with an IP address, allowing us to automatically detect information regarding performance, errors and even identify service improvements. Therefore, effectively managing your business critical IT endpoints and identifying issues remotely, consistently, and immediately, often before you even realise a problem exists.

What are the key elements?

Visibility - We will discover your assets and systems with ICC's agent deployment tool and offer full asset inventory management, as well as giving you full visibility of alert logs and audit trails, from any location, using our web-based portal.

Management - We will control your systems with the power to remotely solve issues and support multiple machines simultaneously.

Patching - We offer automated best-practice patch management that protects your systems from growing security threats.

Monitoring - 24/7/365 remote monitoring of your environments will enable us to proactively solve problems before they start, offering comprehensive monitoring and reporting capabilities that improve response times.

Automation - We can deliver next-level service direct to you and enhance efficiency by automating desktop and server management, network devices and more, from simple tasks to complex processes through automation.

Key Points

- Automatic detection of issues and alerts
- Support for all your important network systems and environments
- Risk mitigation & enhanced risk management
- Reduces operational costs
- Increases flexibility & tailored to your business needs
- Increased efficiency & quickly implement new projects
- Improve the availability & reliability of your IT infrastructure
- UK 24x7 Network Operating Centre with one point of contact
- Fully managed service, monitoring only or anything in between