

## **FORTTRUST MANAGED SERVICES: MONITORING, MANAGEMENT & REPORTING**

FORTTRUST Monitoring, Management and Reporting (MM&R) services ensure that your applications are available to support your customers and business allowing you to concentrate on your core business without sacrificing operations efficiency and effectiveness. FORTTRUST provides the tools and management that keep your systems and applications running at peak performance levels 24 hours a day, every day. Our advanced suite of services detects potential problems before they affect your business or your end-users, and corrects them proactively, so that applications and systems continue to run flawlessly.



### *FORTTRUST MM&R services include:*

#### **SERVER/OS MONITORING**

We watch a wide range of health, availability and performance metrics related to your servers and operating systems, providing a comprehensive look into your environment which frees you from the need to implement and maintain your own monitoring platform.

#### **SERVER/OS MANAGEMENT**

Offload day-to-day management tasks required to maintain your server environment. By choosing FORTTRUST, we act as your systems administrator providing predictable support to create consistent levels of performance for your servers.

#### **APPLICATIONS & DATABASE MONITORING AND MANAGEMENT**

Our services feature robust monitoring functionality by combining the collection of hundreds of performance and availability metrics with expert technical and systems administration management to ensure that your critical applications and databases are optimized and always available.

#### **NETWORK DEVICE MONITORING & MANAGEMENT**

To support your critical network devices, FORTTRUST provides in-depth monitoring and management of the network devices in your environment, providing consistent support and real ITIL-based IT management.

#### **FORTTRUST CUSTOMER MANAGEMENT PORTAL**

We provide our customers with a secure window providing a real-time view of overall IT system and application health. Our sophisticated customer portal provides complete IT environment visibility so that you can monitor, evaluate and strategically plan for your business' changing needs.

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## *Benefits of FORTRUST MM&R*

With FORTRUST Monitoring, Management and Reporting companies can outsource management, monitoring and maintenance of their applications and information systems which allows them to increase performance of their systems, refocus on strategic IT initiatives and reduce operating costs.

### **FORTRUST SYSTEMS MONITORING**

- » **24x7x365 Monitoring** – We monitor your critical infrastructure, operating systems, applications and databases around the clock. Our Network Operations Center personnel monitor, respond to and address issues as they arise.
- » **Customized Alerts and Notifications** – We provide both warning alert and critical alert notifications which can be directed to the appropriate resources, based on a pre-determined notification and escalation matrix.

### **FORTRUST SYSTEMS MANAGEMENT**

- » **Proactive Systems Management** – FORTRUST manages your servers and operating systems, providing the same services that you'd expect from an internal systems administration resource.
- » **24x7x365 Expert Support and Troubleshooting** – Our staff is available all day, every day. We provide management, support and troubleshooting in support of your critical business applications.
- » **Configuration and Change Management** – We document and maintain key configurations on all managed servers and manage changes to those configurations to maintain a consistent and predictable environment.
- » **Ongoing Performance Tuning** – FORTRUST constantly monitors the responsiveness and performance of your servers and operating systems and makes recommendations and changes to those systems to optimize the health and performance of your server environment.
- » **ITIL-Based IT Approach** – The FORTRUST MM&R approach is based largely on ITIL best practices further reinforcing the concept of a consistent, standards-based approach to IT management.

### **FORTRUST SYSTEMS REPORTING**

- » **Real-Time Data** – FORTRUST MM&R provides 24x7 access to reports on virtually any aspect of your environment availability or performance, updated in real-time.
- » **On-Demand Reporting** – FORTRUST MM&R provides on-demand, customized reporting. If it can be measured, we can report it.