

Gold Level Service Offering

Remote Systems Monitoring: Based on best-practice monitoring policies, proactive remote monitoring is provided at the customer's site for all critical network components such as workstations, servers, applications, network services and network devices (i.e. firewalls and routers), allowing for problems to be eliminated before they occur.

Remote Alerting: A robust notification engine provides alerting to keep engineers informed when problems are identified in an environment. The alerting engine is closely tied to the monitoring engine. Alerts themselves can be scheduled via the alert scheduler to ensure that the appropriate people are being notified. Automatic alert escalation ensures that no alerts are missed and that the appropriate action is taken.

Backup Log Review: In today's information-driven environments, having reliable data protection in place is critical. Backup log review is a service we perform remotely on a daily basis to ensure your data backups are being completed successfully.

A notification is sent via email when a backup job has been completed and an alert is sent to notify if any errors occurred. The backup log is then checked for open files that may have been missed. Tape space is also monitored to ensure sufficient space is available on your tape(s).

Microsoft Patch Management

Leveraging the power of Microsoft's Windows Services Update Server, patch management provides fast and reliable patching capabilities on servers and workstations to help you proactively defend against network threats and outdated software versions.



FLAT FEE PRICING

The goal of J4 Systems' managed services is to free you from the burden of maintaining a network infrastructure, while offering you fixed monthly costs. This allows your staff to stay focused on activities that execute your business strategy and ultimately add to the bottom line.

Our managed service offering includes a quarterly metrics review that will help track system performance, proactively recognize potential problems and help identify key needs for growth planning.

Our metrics will give you insight into historical information for comparison and tracking purposes. This includes graphs and data that are easy to understand and will assist you in making critical business decisions based upon the strength of your network infrastructure.

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**Terms and conditions apply; please contact J4 Systems for complete program details.*

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