

# OIA Monitoring Solutions



## Overview

OIA's Monitoring Solution will significantly improve your productivity and efficiency with the power of automation.

Our platform will monitor mission critical network components and their performance, and ensure you are getting the most out of your IT network.

## What is real-time remote monitoring & management and why is it important?

Businesses are increasingly reliant on the infrastructure that underpins and supports their daily operations. OIA's real-time remote monitoring solution provides alerts and reporting for your critical infrastructure 24x7.

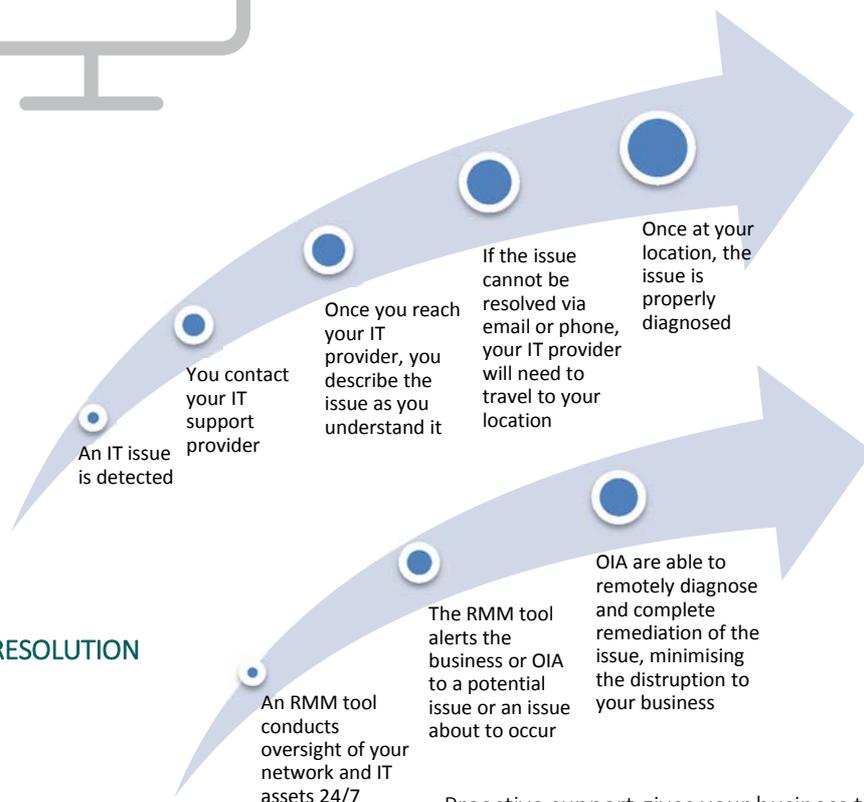
The ability to continually monitor the stability and security of your IT infrastructure ensures maximum network uptime, increasing your efficiency and allowing clients to focus on their core business activities.

## OIA's Monitoring Platform (Proactive vs Reactive)

Many businesses today continue to use the reactive model and handle IT issues as they arise. Utilising OIA's Monitoring Solution, the business will be immediately alerted of potential issues and in some cases, the issue will be automatically remediated before it causes down time or data loss.



### TIME TO RESOLUTION



Proactive support gives your business the insights needed for effective planning and analysis to improve your current IT processes. You can also easily answer core IT business questions such as:

- > What is the overall security level of our current system?
- > Are we running low on disk space?
- > Are all my application services running?

## What does the OIA Remote Monitoring Tool monitor?

### Server Monitoring

Monitors the server for any issues that may arise in real-time and alert a nominated email of the issue.

### Server Patch Management

Identification and automatic updating of all software patches and hotfixes to all servers.

### Backup Monitoring

OIA can accurately monitor backup status in real-time, as well as perform on-demand actions.

### Application Monitoring

Monitor your exchange server availability, SQL databases, file and print services and much more.

### Endpoint Security Monitor

Comprehensive monitoring and deployment of virus definitions and updates so you know your system is always protected.

### Customer Reports

The platform will generate regular customised reports that provide insight into your IT systems, including executive summaries, status reports, configuration and inventory statistics, keeping you informed of the status of your IT network.

### Network Devices

Ensure Wi-Fi, Firewalls, Routers, NAS, SAN, UPS and switches are all monitored and alerts sent if any issues discovered.

## Flexible Options

OIA can tailor a Monitoring Solution to best meet your specific requirements:

### > Basic Monitoring + Alerting

OIA will install and configure all necessary monitors on your network. We then send alerts direct to you for review. OIA can be available to provide assistance where required and support will be charged on a time and materials basis.

### > Monitoring + Reporting

OIA will install and configure all necessary monitors on your network and send all alerts to our Helpdesk for review by our experienced engineers. We will then advise you of the issue and provide recommendations on action to be taken, giving you the control over what work is done.

### > Customised Monitoring

OIA can tailor a monitoring solution to your specific needs. We will work with you to determine what systems need to be monitored and what happens when alerts are raised.

## About OIA

OIA's Consulting and Professional Services team are able to deliver a full-service model, encompassing Strategic Planning and Procurement through to Implementation, Asset Management and ongoing support through ad hoc or managed services. Supported by a team of qualified professionals and a comprehensive best-practice library.

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