

# LANsultants Times

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## **NETWORK MONITORING 24x7**

LANsultants has introduced an automated monitoring system that instantly reports problems on our clients' computer systems to us as they develop and frequently can provide advance notice. We have currently rolled it out at almost 40 clients to date and have found that we can often address problems before our clients are aware of them. This product is known as Level Platforms.

This new service we offer is very exciting to us. In the past we've introduced such services as scheduled preventive maintenance, where we manually inspected client systems for developing problems once per month. Now we have the ability to monitor many critical features of client systems continuously, 24 hours per day, 7 days a week. This brings us a giant stride closer to our goal of providing our clients with guaranteed 100% uptime and 100% reliability. Perfection is unachievably, but every year we get closer than we once thought was possible.

We began evaluating several automated network monitoring systems in 2004 to find the one most appropriate to our needs and yours. Earlier this year, we started deploying Level Platforms Managed Workplace. After two months of testing and configuration we are ready for implementation across our client base.

Examples of the network parameters which will be automatically monitored are: free disk space, CPU utilization, RAID array health, anti-virus updates, power events, backup system's status, Internet access, and firewall activity. As deployment continues many additional features will be added.

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## **COSTS LESS THAN PREVENTIVE MAINTENANCE**

Level Platforms will replace our preventive maintenance program. Automating these activities means better service at a lower price to you.

We will be offering 24x7 automated monitoring for only \$50/month for dedicated server networks with nine or fewer users, \$100/month for 10 to 49 users, and \$200/month for 50 to 99 users. Custom pricing is available for networks with over 99 users dependent upon the complexity of the system. Since many aspects of the manual inspections currently performed by our technicians will no longer be necessary this will translate into better support at lower cost for most of our clients.

There will still be a few things that will require manual inspections as they do not lend themselves to automated methods such as checking the adequacy of ventilation of the service room, test restores of data backups to confirm their integrity, and inspecting the backup operator's logs to confirm that they are being maintained properly. Our consultants and technicians will be periodically performing these tasks while they are on-site doing other work.

We expect automated monitoring to become the core of our service model impacting the way we prioritize work, schedule work, and dispatch technicians. This service will alert us to many problems outside of normal working hours, and before an end-user is aware that an IT service they rely on is in danger of failing.

Following the install of the Level Platform client module on your system you will be notified by email and provided with a site specific cost quote. At that point and at any time in the future you may opt out of this service.