



## Essential Monitoring

*Focus on your business needs, not your IT systems.*

- ✓ Alerting of Potential Failures.
- ✓ Keeps Your Machine Up to Date.
- ✓ Preventative Assurance.



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### Why?

With Think Assured Essential Monitoring, you can focus on your business needs, safe in the knowledge that your IT systems are being checked throughout the working day.

We will keep an eye on your infrastructure, alerting you with warnings, potential errors, dropouts or disrupted service. Should any of these occur, you will be informed, with the option of using our dedicated technical support team to resolve the issue.

### What's included?

- 24 x 7 Critical Device Offline Monitoring with Business Hours Response
- Microsoft Patch Management
- 8 x 5 Desktop Monitoring
- 24 x 7 Server Monitoring
- 24 x 7 Server Location Environmental Monitoring and Remote Emergency Shutdown
- Backup Monitoring
- Anti-virus Monitoring



### Maintenance

As well as our remote monitoring, we highly recommend periodic onsite maintenance. Visual inspection and 'hands on' assessment allows us to ensure that your physical hardware conditions are optimal. This proactive approach can prevent problems before our remote monitoring kicks in. Our technicians ensure your equipment is dust free, isn't at risk from extremes of temperature or humidity, and will advise regarding any other physical threat. Onsite maintenance is a preventative measure, which perfectly complements our remote monitoring for 100% peace of mind.

### How much?

The cost is determined on a site-by-site basis, which is dependent on your infrastructure size, talk to us and we'll quickly be able to assess your needs and let you know.

### Remember

This is monitoring only, any labour provided by Think I.T. is billable.

### Limitations

For backup and anti-virus monitoring you must use a Think I.T. supported application.

Machine operating systems must be currently supported.

After hours response is subject to emergency callout charges.

No. of Servers		24 x 7 Offline Notification	<input type="checkbox"/> Yes <input type="checkbox"/> No
No. of Workstations		Patch Variation	
Essential Maintenance	<input type="checkbox"/> Yes <input type="checkbox"/> No	Estimated Hours	
\$	Signed	___ / ___ / ___	