



(Meet Smart Little Guy!)

## Server Monitoring and Maintenance

for

## Small Businesses

## The Importance of Server Monitoring and Maintenance

You'd probably agree with us that your network server is probably the most important piece of equipment in your building. Without it, your business would eventually grind to a halt.

Your server is therefore the cornerstone of your computer system and should be treated as such. Servers should be monitored frequently and maintained on a regular basis. Server monitoring and maintenance services like those we offer will keep downtime to a minimum and reduce the time it takes to resolve problems when they do occur.

## Server Monitoring with "Smart Little Guy".

For less than the price of a cup of coffee, we'll put a smart little guy on your server every day. He'll never get sick, never go on holiday, and never go to the pub. Without fail he will check your servers' anti-virus definitions, disk space, disk growth rates, systems health, email systems, scan your server event log for other critical errors and help protect you from hackers.

Every 5 minutes, our "Smart Little Guy" Server Monitoring software monitors the key parts of your server. It will perform dozens of individual checks and answer questions like:

- Is the server hard disk healthy?
- Is the server hard disk nearing capacity?
- Are there any internet connection problems?
- Are the antivirus definitions bang up to date?
- Have there been any attempts to hack in to the server?
- Are the most important services on your server running properly?
- Are there any critical security updates which require prompt installation?
- Are there any performance problems which could indicate bottlenecks?

If any problem is found during these 'around the clock' checks, the Smart Little Guy web site will automatically notify our engineers by email and SMS message. The likelihood is that we'll start fixing the problem before you even know about it - you can't get better service than that.

**THE COST:** Our Smart Little Guy service attracts a one-off setup fee of £95. Thereafter you can choose to pay £29.95 per calendar month or £299 per year - a saving of £60.40. (All Prices Ex VAT).

**HOW YOU GET IT:** If you want a Smart Little Guy looking after your server, just let us know by email. We'll invoice you for the setup fee and the first months (or first years) fees. Once the invoice has been paid we'll install the software on your server and you'll be protected.

## Server Maintenance Policy

As a client, your business and its server are unique. Some servers are fast, some are slow, some are new, some are old, some are under utilised, and some are straining under too high a load – but whatever server you have, it needs maintenance.

Regularly scheduled maintenance improves stability, reliability and performance. Updating, optimising, cleaning and patching of servers can stop problems before they happen and without question can save you money and downtime in the long term.

When we perform routine maintenance on your server, we'll do a number of things, including:

- Reboot the server.
- Review your user accounts.
- Manually review the event logs.
- Perform a full scandisk and defrag of all fixed disks.
- Download and install updates to the operating system.
- Monitor the system performance to identify bottlenecks.
- Perform online or offline hardware diagnostics where possible.
- Ensure that your backup systems are being operating 'as expected'.

If any problems are found during routine maintenance, we can often fix them there and then. Quite often we can fix a small issue which would otherwise have grown to cause big problems.

**THE COST:** The cost varies and is charged on an hourly rate basis. The process can be carried out on-site - or off-site using remote control tools. In each case we can do it in or out of office hours. It can take between one and four hours to perform the maintenance. We charge a callout fee for on site work, and out of hours rates are charged at time and a half. The cost could therefore be anything between £35 and £350... please ask if you require an estimate.

**HOW YOU GET IT:** If you want us to schedule regular server maintenance, then please just let us know by email. We'll agree a course of action to keep you server in tip-top condition.