



PROACTIVE 24/7 MONITORING

MORE PRODUCTIVE · MORE PROFITABLE · MORE RELIABLE

Proactive monitoring is a business-critical form of proactive technical support. It ensures that an organization's technology systems and networks continue to operate normally, recognize potential issues ahead of time, and avoid downtime.

WHAT'S THE PROBLEM

The downsides of a technology and business system that performs sub-optimally, disrupting your staff and customer experience, are simple to understand.

- Business suffers from slow mean time to repair (MTTR)
- Complex technology infrastructure and product inventory
- Customers encountering technical problems
- Customers experience problems/delays
- Damage to reputation and brand
- Poor customer experience

WHAT YOU NEED

Monitoring means peace of mind for your business, its staff, and customers. Proactive monitoring can be installed, managed, and maintained quickly and easily, without any interruption to business.

- Better customer experience
- Faster resolutions
- Guaranteed uptime
- Maximize productivity
- Prevent performance/service interruptions
- Proactive approach for peace of mind
- Refocus on core business functions
- Remote access and real-time reporting

WHAT WE DO

Almost all of our managed services begin with a consultation, remotely or onsite, as the situation demands. It helps us fully understand the requirement, establish a detailed scope and accurate outline all the expectations and opportunities.

- 24/7/365 systems monitoring
- Alert escalation processes
- Application monitoring
- Backup and DR systems monitoring
- Configurations monitoring
- Fault monitoring
- Firewall activity
- Inventory collection
- Metrics
- Monthly billing
- Performance monitoring
- Remote support
- Scheduled/on-demand online reports
- Security monitoring
- Server logs
- Systems and network processes

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