ICCi

Helping you...

- ◉ **Avoid system downtime - prevent system failures before they happen.**

- ◉ **Improve network efficiency and visibility of network traffic.**

- ◉ **Provide 24/7 365 days a year peace of mind.**

ICCi 24x7 System and Network Monitoring

ICCi system and network monitoring from the ICC Group is a fully-featured, enterprise class, support solution, designed to proactively monitor your network and remotely perform day-to-day system management tasks.

ICCi can be deployed in any environment and can monitor any device with an IP address, providing proactive notification of any key events and errors via email and SMS. These alerts automatically go to our Network Operating Centre (NOC) Specialists for appropriate action.

ICCi is a multi-platform solution, allowing us to provide the following remote monitoring and management services:

- ◉ Unix monitoring
- ◉ Linux monitoring
- ◉ OpenVMS monitoring
- ◉ Microsoft Windows Server monitoring
- ◉ Microsoft Exchange Server monitoring
- ◉ Virtual Server monitoring (VMware/Hyper-V)
- ◉ Lights-Out Card monitoring - HP iLO / Sun LOM

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The Benefits

Our ICCi monitoring solution can benefit your organisation by proactively monitoring:

- Servers/virtual servers
- Workstations
- Switches
- Routers
- Any other IP based device

for things like:

- Hardware performance
- System uptime
- Disk/CPU/Network utilisation
- User logins
- Installed software
- Anti-Virus status
- Software update status
- Backup status

The Process

The following process will be employed for all new customers wishing to take up our ICCi network monitoring solution:

- An ICC Managed Services Network Consultant will meet with your technical representative to determine and agree the parameters required for the network monitoring service.
- Network monitoring systems and agents will be rolled out on the clients site.
- A secure comms link across the internet between the client site(s) and the ICCi NOC will be established via ADSL or a leased line.
- Monitoring parameters will be initiated and tested, Any additional reports required will be set up and scheduled.

Support Packages

Outsource your networking monitoring to ICC and add one of our hardware & software support packages for total peace of mind. Bespoke packages are available, please call to discuss your requirements.

	Gold	Silver	Bronze
Online Technical Support	YES	YES	YES
Onsite Response Time	2 Hours	4 Hours	8 Hours
24x7 Remote Monitoring	YES	Optional	Optional
Guaranteed Fix Times	YES	Optional	Optional
Telephone Support	YES	YES	Optional
On-Site Spares	YES	YES	Optional
Post Incident Reports	YES	YES	YES
Site Activity Logs	YES	YES	Optional
Onsite Activity Reviews	Monthly	Quarterly	Annual
Coverage Hours	7 x 24 x 365	7 x 24 x 365	0800-1700 M-F
Advance Exchange	YES	YES	Optional