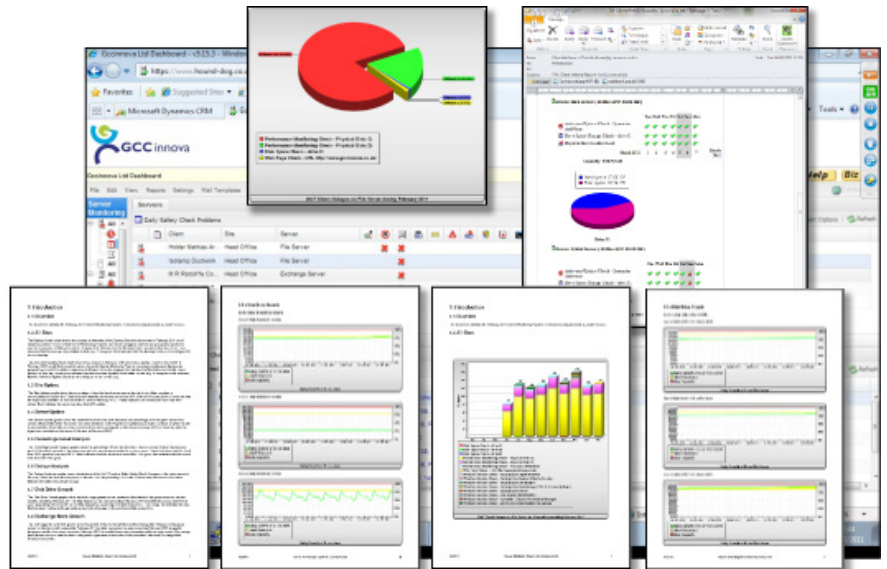


# Monitoring Services

Peace of mind and proactive monitoring for support contract clients

**Businesses rely on their servers. Email, file sharing, accounting data, diary management, CRM – the list goes on. Suddenly being without your server and not having an adequate back-up in place is the nightmare scenario.**



**At GCC innova we don't like a crisis, we like to see issues before they become problems and plan our clients' needs as they grow.**

This is why we offer 24/7 server monitoring for all of our clients with support contracts. As part of this service you'll receive weekly email status reports from us to give you the peace of mind that your systems and processes are operational.

Plus, as our server monitoring operates in real-time you can be assured that if there's an issue, we're on it. Also when our call centre support team sees capacity or other issues ahead, we'll let you know and schedule an upgrade programme that is timed to cause minimal or zero disruption to your business operations.

### What is proactive monitoring?

Proactive monitoring is where GCC innova installs a monitoring agent on your company server(s) as part of your support contract. This monitoring service then provides incident logging with pre-determined reporting points and alarms that are managed via the operational management dashboard located at GCC innova's headquarters.

**Core Monitoring** – is our baseline server monitoring programme for all clients, this is where every server is analysed for available disk space, disk fill rate and anti-virus monitoring. If the server also has a recognised tape drive/ backup software solution installed, a backup failure alert will be triggered if such an incident occurs<sup>1</sup>.

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*"My regular reports are great – they ensure that I get the information I need. Otherwise I leave the IT with GCC innova – I have a business to run."*

**Alan Neill – Director  
Info-Exchange Ltd**

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If the server is running Microsoft® Exchange (we can also accommodate other email solutions) then additional monitoring relevant to the Exchange software is undertaken. Core to our monitoring service is the weekly email we send to every client detailing the checks we have performed and the performance characteristics of the servers we're monitoring.

### Additional server monitoring for Premium Plus support contract clients

All support clients receive full incident monitoring as part of their support package – Premium Plus clients have additional performance services for reliability and enhanced performance on key servers. Various performance level indicators show us when a server is under stress and/or would improve with more installed capacity.

The Premium Plus service also includes enhanced reporting via a comprehensive monthly PDF report in addition to weekly email updates.

### Desktop and Network monitoring

Premium and Premium Plus contracts are also available with desktop/laptop monitoring services to ensure that your team's equipment is running at its best, whether they are in the office or on the road. GCC innova's system can also scan your network devices for failures or irregularities so we can Identify issues and fix unexpected problems before your users (or managers) even know they have happened. Please ask for details.

### How to get server monitoring for your business

24/7 monitoring, committed service level agreements and a team of people dedicated to you – this is support the GCC innova way. If you are an existing client please contact your account manager for further information, for new clients our contact details are shown below.

Monitoring Services by contract level:

Monitoring Services	Premium	Premium Plus
Servers - Fully Monitored 24/7 - Base	■	
Servers - Fully Monitored 24/7 plus Key Server Performance Mgt		■
Backup Systems Check	■	■
Anti-virus Update Check	■	■
Daily Disk Drive Growth and Proximity to Capacity	■	■
Windows Services Check		■
Physical Disk Check		■
Server Uptime Report	■	■
Percentage Good Analysis of 24x7 Checks (on main server)	■	■
Percentage Good Analysis of Daily Safety Checks (on main server)	■	■
24x7 Check Outages (on main server)	■	■
24/7 Monitoring - Weekly Email Status Report	■	■
24/7 monitoring - Monthly PDF Management Report		■
Network Monitoring Service	Price on request	Price on request
Desktop / Laptop Monitoring Service	Price on request	Price on request



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Henley House  
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Barnwood  
Gloucester  
GL4 3RT

**Birmingham**  
Regus Building  
Central Boulevard  
Blythe Valley Business Park  
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