



Remote Monitoring & Management (RMM)

- > A complete remote monitoring and management platform - 24/7, 365.
- > Proactive and scalable solution, helping you address any issues as they arise.
- > A fully managed service monitored by a dedicated team of Network Operation Centre engineers.

At Toshiba, we understand that in IT there never seems to be enough time in the day. To help with this, we are offering a Remote Monitoring & Management (RMM) solution that provides a cost effective way to reduce your workload and free up time for other projects.

Our fully-managed agent sits on your servers and provides 24/7 monitoring, it not only looks at the physical state of your servers but also any software that may be installed. The agent will constantly check event logs to catch any issues that may occur, installs patches and can perform scheduled reboots at a time that suits you, all in line with your change control policies.

Toshiba's Remote Monitoring & Management platform is a proactive, scalable solution aimed at reducing downtime.

Key features

- 24/7 Monitoring
 - Once installed, the agent monitors all server activity 24/7, 365 days a year. You will no longer have to manually go through event logs, as it will be done for you.
- Network Operation Centre (NOC)
 - The RMM agent is directly connected to our NOC. When an issue is detected, a ticket is automatically created and sent to the NOC for analysis. Depending on the level of support selected, they could have the ability to start working on the ticket for you, in order to help resolve the issue.
- Patch Management
 - Our NOC will test patches, and can also install them on your behalf so you are protected against vulnerabilities.
- Scheduled Reboots
 - A reboot schedule can be created on our portal to ensure your servers are only rebooted at a time that suits you.
- Reporting
 - With a wide variety of reports available, we can provide you with all the information you need in regards to the health of your server estate.
- Automation of tasks
 - With a library of scripts at your disposal, you can use the RMM agent to roll out tasks at a convenient time for your business.

Benefits

- A proactive solution that will act as soon as an issue arises to relieve burden from your team.
- With different support levels, you can scale the level of support required to suit your business.
- A set monthly cost model makes it easy to fit into any budget.
- The NOC will become an extension of your IT team, working round the clock to keep your systems up and running.
- Having 24/7 support will significantly reduce downtime, especially when you can't be in the office.

For more information please contact one of our IT Services consultants:

Toshiba Tec UK Imaging Systems Ltd.

Telephone

020 7735 9992

Email

ITServices@toshibatec.co.uk

Website

www.toshibatec.co.uk