



## What is your IT Systems Worth to your Business?

TCT has developed RTM (Real Time Monitoring) software, which does 24x7 Round-the-Clock Monitoring of your network. That includes your server(s), computers, laptops, printers and any other network device with an IP address.

Rather than wait for you to notice that a system has failed – often involving time-consuming ‘systems fiddling’ on your part – our 24x7 monitoring will alert us to problems at your site the minute the device has a problem. We’ll almost always know about a systems issue before you do, so we can fix it fast and minimize your business disruption.

### What is 24x7 Round-the-Clock Monitoring?

24x7 Round-the-Clock monitoring checks your critical systems every five minutes. Whenever it finds a problem, it sends an email alert showing the exact nature of the problem directly to us. And it automatically logs a Servicedesk job on your behalf.

We’ll see the true nature of the problem – rather than having to depend on a guessimate of the problem. That means we can fix it faster – and radically boost your overall uptime

### What Does It Check?

- Checks the entire server(s) internal mechanics (ie. check CPU, memory, hard disk space etc.).
- Check that you can connect to the internet.
- Check that all your Anti Virus definitions are upto date for both PCs & Servers
- Check that all backup jobs run successfully overnight
- Check any or all of your Windows Services, vital components of your server’s operating system. These services allow you to logon to your network, access the internet, even print your work.
- Ping various network or remote office devices (ie. remote routers, switches etc.)
- Check server RAID devices, power supplies, server fans etc.

### How Do You Benefit?

- Specific, informative alerts show us the exact nature of the problem. We can fix it faster. Giving you the advantage of us fixing it faster, which allows us to take a more proactive approach than a reactive one.
- Problems are almost always highlighted to us before you even know you have one. Making sure your uptime is maximized.
- Alerts are routed to the right technician. And the real benefit to you is that they can fix it faster – and do it right the first time.

Bundled into our monthly service agreements or our monitoring stand alone package, you get the added peace of mind that our monitoring software is working hard for you. Ensuring your network and devices are performing to their upmost peak. Minimising downtime, maximising business productivity.

For more information on how Total Computer Technology can keep your systems humming, contact our offices:

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