Maximise the
availability and performance of your IT

This service is for organisations requiring external monitoring of their IT environments, whilst they remain responsible for device configuration and management. We pro-actively monitor each device so we can detect any issues, diagnose, prioritise and then escalate to the relevant resolver group.

Change Control

We agree change management procedures to which both parties will adhere to request any variation of the monitored IT environment, equipment and monitoring service.

Configuration Backups

We routinely back up the monitored device configurations in accordance with our standard policy. This includes monitoring for any device backup failures and progressing resolution of such through the incident management process. We will implement a standard configuration retention policy of at least 3 months unless otherwise agreed.

Support Hours

You select the support hours you require from the following:

Support Option	Support Times
Extended Business Hours	08:00 – 18:00 - Business Days
Out of Hours	19:00 – 08:00 - Business Days; 24h/day at week-ends and on public holidays
24 x 7x 365	Available All Times

Service Delivery

We conduct monitoring from our Intercity Secure Operations Centre which operates across active and standby sites based in geographically-diverse UK mainland locations.

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Service Highlights

Implementation of the monitoring service architecture, including any polling engines required.

Conducting the following standard service checks to include:

- ✓ System up / down.
- ✓ CPU utilisation – percentage.
- ✓ Memory utilisation – percentage.
- ✓ Environment – temperature, fan and power supply unit (PSU) statuses:
  - Temperature in °C if the device supports temperature monitoring.
  - Fan and PSU status is up or down.
- ✓ Key interface – up or down statuses.

Key interface utilisation.

Alerting the relevant resolver group based on a standard set of thresholds.

First-line triage and Incident allocation.

Escalation of any incident to the relevant Resolver Group.

Our incident management procedures, followed in the event of a monitored alert, are ITIL-based.

Plan and budget for patch management and upgrades.

Improved visibility of your entire IT Infrastructure.

Detect problems early to prevent and reduce downtime and business losses.

The value we offer you

Improved asset utilisation.

Improve performance and productivity.

Enable data driven insights and decisions.

Improved customer satisfaction.

About Intercity Technology

At Intercity Technology we believe in a people first approach to define and launch technology solutions.

We have over 30 years' experience in delivering services that allow you to work together, work securely and work from anywhere on a global basis.

Want to free your IT people to focus on more strategic projects?

Enquire today on 0330 332 7933

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With a genuine passion for technology and the businesses we work with, we offer innovative technologies in cloud, enterprise mobility, collaboration, security and managed services.

Intercity is accredited by a number of professional organisations with a suite of accreditations which confirms and evidences our commitment to security, quality, service management and environmental management. For a full list of our accreditations and frameworks please visit: **intercity.technology/accreditations**

Work together   **Work anywhere**   **Work securely**

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TECHNOLOGY

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