

Free Post Project Support

Amicus ITS is committed to delivering value at all stages of a project lifecycle to ensure our customer is completely comfortable with the end result and to offer guidance with any technology related questions or issues.

For each project delivered by Amicus ITS, a proactive monitoring and solution support service is provisioned, free of charge for two months. Amicus will track and report on the health, availability, performance and utilization of the newly installed solution and provide remote diagnostics and incident resolution using an ITIL aligned service model.

What will it provide?

- Detailed monitoring of the new solution to include:
 - Availability, performance and capacity monitoring
 - Application and OS health
 - Hardware health
 - Backup status and throughput check
- Advanced Management Information Reporting (i.e. service availability, capacity trending, incident details, SLA compliance, Patch Compliance)
- License monitoring and compliance
- Automatic fault detection and alerting
- Remote problem resolution

Key benefits

- Amicus will proactively manage and monitor the solution for two months after project sign-off
- Amicus will manage any faults using an ITIL aligned incident management model.
- Business facing reports will be provided to demonstrate the health, performance, availability and utilization of the solution.
- The monitoring solution requires no VPN tunnels, no administrative passwords and is secured using 128-bit SSL (encrypted) traffic.
- The solution is domain and location agnostic and can be used at every layer of the infrastructure, from PC's and printers to switches, routers and servers.

What next?

Upon completion of the two month period and on agreement with the customer, Amicus will confirm the project as successful and will disable the monitoring service. It's often the case that the customer may wish to retain the service for a longer period of time or extend the scope to cover other areas of the infrastructure. The following options are available in this instance.

Software as a Service (SaaS)

Amicus will provision the customer with access to the monitoring solution which can then be operated and managed by an in-house IT team.

24 x 7 Proactive Infrastructure Monitoring

Amicus will provide 24 x 7 monitoring of the infrastructure and provide fault notification and management information reporting to the customer.

24 x 7 Remote & Onsite Support

Amicus will provide remote and/or onsite incident resolution in the event of any faults on the infrastructure.

Hybrid

Amicus offers a flexible product model allowing for a combination of all options to be applied to any given scenario. A common requirement is for Amicus to complement an internal IT service by providing out of hour's coverage and handing back to the IT department during the day. This option allows an organization to provide a 24 x 7 service, without the overheads of additional staff and a rota system.