

# SERVER MONITORING PLAN

## SILVER

**SERVER MONITORING PLAN** - Servers are the backbone of a company's network infrastructure and are critical to supporting the productivity applications of an organization. Ex-Cel Solutions, Inc. offers plans that support a company's servers via 24/7 remote monitoring.

**SERVICE AVAILABILITY MONITORING (24/7)** - We will monitor the key services on your servers to insure their availability to your business. If something isn't working properly, we'll often know before you will. Our staff will immediately notify you of the potential problem in order that you may minimize, or completely eliminate, any lost productivity.

### MONITORING

**EVENT LOG MONITORING** - We will proactively monitor your event logs to insure that warnings and signs of trouble are handled prior to them affecting your network health. Through advanced web based monitoring tools our engineers are alerted to critical issues as they occur.

**DRIVE SPACE MONITORING** - We monitor your drive space to assist you with capacity planning to optimize your storage constraints. Through the use of this web based central console we will notify you directly to either remove files or add additional storage prior to it adversely affecting your business.

**MS EXCHANGE MONITORING** - We will actively monitor your email queues to insure both inbound and outbound mail is flowing properly. At the same time we are monitoring your exchange services for responsiveness to insure your mail is functioning.

**BACKUP MONITORING** - We will monitor your backup on a daily basis. We will insure that daily jobs are running and will monitor logs.

**PATCH LEVEL MONITORING** - We will monitor new patches available.

**VIRUS DEFINITION AND PREVENTION** - We monitor your virus definitions to insure you receive daily updates. This prevents viruses from infiltrating and corrupting your network.

### CONSULTATION

**MONTHLY EXECUTIVE REPORTING VIA EMAIL** - We will provide monthly summary reports of network activity. This includes any trending information that will allow for proper strategic planning as well as identification of issues that were resolved throughout the month. Our staff thoroughly reviews the reports in order to make appropriate recommendations to your organization.

**QUARTERLY REVIEW AND PLANNING SESSION** - Just like having a full time employee, we will have scheduled meetings with you to review the ongoing health of your network. You will have an opportunity to discuss strategic growth plans and additional ways that your business can leverage technology.

**ASSET REPORTING** - We will work with you to track your technology assets. This provides our clients with a tool to both know what they have and how we should together manage those assets.

**LICENSE MANAGEMENT** - We will help track your license assets so that you can insure your business remains in compliance with licensing laws.

