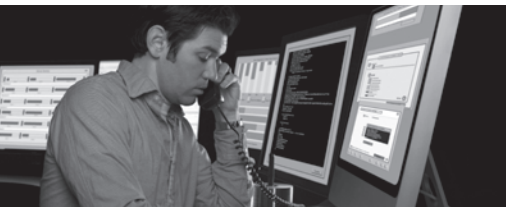


be **READY FOR
BUSINESS**

PROACTIVE 24/7 MONITORING



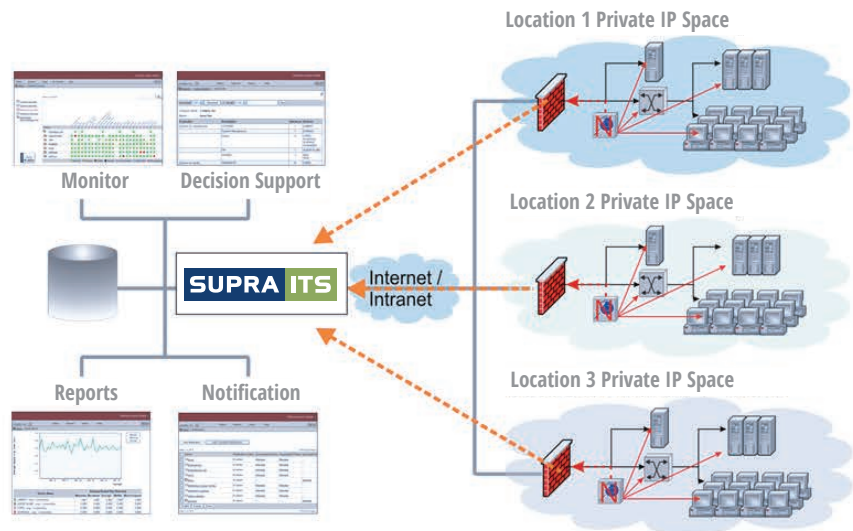
More productive. More profitable. More reliable. Meet the three major reasons to invest in a managed, proactive monitoring service for your technology network.

Wherever core business operations rely on technology, the ability to recognise, understand and correct system and network vulnerabilities before impact is critical.

Supra ITS uses the very latest and best monitoring software and technologies, capturing and providing real-time data on the general health, status and performance of a client's technology environment. Our proactive monitoring service ensures that 99.9% of problems are resolved before anyone discovers them.

IN FOCUS

Proactive monitoring is a business-critical form of proactive technical support. It ensures that an organization's technology systems and networks continue to operate normally, recognize potential issues ahead of time, and avoid downtime.



WHAT'S THE PROBLEM

The downsides of a technology and business system that performs sub-optimally, disrupting your staff and customer experience, are simple to understand.

When technology fails, your business and reputation are at risk. Technology must do its job. Your business has to work.

The problem

- ✔ Business suffers from slow mean time to repair (MTTR)
- ✔ Complex technology infrastructure and product inventory
- ✔ Customers encountering technical problems
- ✔ Customers experience problems/delays
- ✔ Damage to reputation and brand
- ✔ Poor customer experience

WHAT YOU NEED

Monitoring means peace of mind for your business, its staff and customers. Proactive monitoring can be installed, managed and maintained quickly and easily, without any interruption to business.

With 24/7/365 monitoring you can avoid potential disasters by preventing interruptions to performance and your customer experience.

- ✔ Better customer experience
- ✔ Faster resolutions
- ✔ Guaranteed uptime
- ✔ Maximize productivity
- ✔ Prevent performance/service interruptions
- ✔ Proactive approach for peace of mind
- ✔ Refocus on core business functions
- ✔ Remote access and real-time reporting

WHAT WE DO

Almost all of our managed services begin with a consultation, remotely or onsite, as the situation demands. It helps us fully understand the requirement, establish a detailed scope and accurate outline all the expectations and opportunities.

We'll review your IT systems and infrastructure, discuss and identify priority items and areas, and then provide a straightforward plan that includes costs.

- ✔ 24/7/365 systems monitoring
- ✔ Alert escalation processes
- ✔ Application monitoring
- ✔ Backup and DR systems monitoring
- ✔ Configuration monitoring
- ✔ Fault monitoring
- ✔ Firewall activity
- ✔ Inventory collection
- ✔ Metrics
- ✔ Monthly billing
- ✔ Performance monitoring
- ✔ Remote support
- ✔ Scheduled/on-demand online reports
- ✔ Security monitoring
- ✔ Server logs
- ✔ System & network processes