

SERVER MANAGEMENT



How healthy is your file server?

What is server management?

Server management refers to maintaining the operating system (OS) on your company's servers. Your servers typically provide for the sharing of data or resources with everyone using your network. It is the working hub for your users' storage, business applications and printing functions.

What does having managed server mean for your business?

When all is well, your business computers constantly talk to your servers because they are the central brains of your network. They provide redundant hard disk drives as protection in case of mechanical failure; they provide tools for controlling access to all the kinds of data that your team uses; and, they are the traffic cops for printing functions and resource sharing. Ensuring your servers' health is critical to your business operations.



Package includes:

Administration | Support | Maintenance | Reporting
See back for service details.

What is the FullView™ Advantage?

The FullView Advantage monitors the critical components of your file server 24/7 – server temperature, power consumption, memory utilization and disk health – to ensure your server's fitness and to call attention to potentially harmful issues early and immediately so that our engineers can address and correct them before they become so serious that they negatively influence operations and affect your business.

How do you know you will benefit?

When your file server is running at its best, the entire organization operates more smoothly. Printing and processing speeds are up; and data backup is quick. When something is wrong – perhaps security updates have not been installed properly or data backups are misdirected – your systems is more vulnerable to attacks, data may be damaged and customer service may suffer markedly.

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Server management services are designed to provide support of your server operating systems and Intel-based server hardware.

SERVER SERVICES

SERVICE	TASK(S)
ADMINISTRATION	<ul style="list-style-type: none"> • Maintain server-related documentation • Facilitate changes to the server environment • Administration of end-user rights, permissions and access to active directory related groups and server resources • Maintain your server backup policy* • Share management • Vendor support contract and warranty-expiration monitoring • Licensing management
SUPPORT	<ul style="list-style-type: none"> • Log all problems and service requests via a trouble ticket • Provide full technical support & problem resolution for in-scope server hardware and OS issues • Backup/restore according to the capabilities of your backup environment* • Server monitoring and outage/degradation response • Provide interface to other support teams for server related problems as required • Reconfiguration or restoration required to return the device to its original functionality prior to the failure*
MAINTENANCE	<ul style="list-style-type: none"> • Perform required security and problem-resolution patching • System maintenance (OS) is performed via Vector Alert • Driver updates
REPORTING	<ul style="list-style-type: none"> • Server health of top 5 servers • Utilization of CPU, Memory and Storage • Warranty report, if original warranty status is available
DEFINITION OF SERVICE FEES	<p>Monthly managed service fees are assessed as follows:</p> <ul style="list-style-type: none"> • Virtual server management – per instance of operating system • Physical server management – per physical server running a single instance of a Windows operating system

*Level of information restoration will be dependent on your data backup platform and policies.