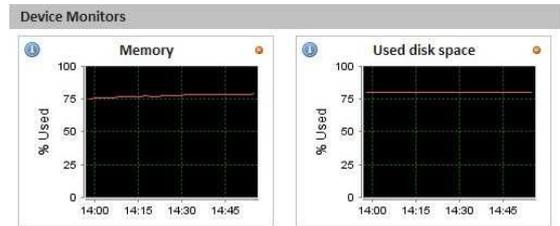


Remote Monitoring & Support

IT Support made simple, effective and affordable.

SYSTEM MONITORING

Your Servers and Workstations are actively monitored allowing us to intercept any potential problems. If a problem arises we are alerted immediately so that we can take remedial action. The system also checks that backups are successful, antivirus and Windows updates are up to date, together with a raft of other system health checks.



Sample of live server monitoring viewed through our dashboard

SYSTEM MAINTENANCE

Regular maintenance is important to keep your systems secure and efficient. **Boundary IT** can take care of this for you. We schedule regular disk checks, perform disk defragmentation, clear out temporary files and perform Windows updates. All of these tasks can be scheduled to occur out of hours and even shut down systems when they are completed. No down-time during working hours and no costly engineer visits!

ASSET TRACKING

| Device : BITS-LAPTOP | | |
|----------------------|--|-----------------|
| SUMMARY | HARDWARE | SOFTWARE |
| UID: | E30E6F83F054670530313A12865EBD8 | |
| Motherboard: | Hewlett-Packard 30AD | |
| Processor: | Intel(R) Core(TM)2 CPU T5600 @ 1.83GHz | |
| Memory: | 2.0 GB | |
| Disk Drive: | Drive | Size Free |
| | C: | 69.1 GB 32.9 GB |
| | D: | 5.4 GB 711.3 MB |
| | E: | |
| Monitor(s): | Plug and Play Monitor | |
| Network Adapters: | Adapter | |
| | Broadcom NetXtreme Gigabit Ethernet | |
| | Direct Parallel | |
| | Infrared Port | |
| | Intel(R) PRO/Wireless 3945ABG Network Connection | |

Do you know what speed of processor, amount of RAM and how much disk space your computers have? As part of our monitoring we can also provide a complete hardware and software inventory that allows the business owner to retain an up to date record of all equipment and software in use. Not only is this useful for insurance purposes but also for checking that software is legal and correctly licensed and provides vital hardware compatibility information when upgrading software or purchasing new applications.

REMOTE SUPPORT

Our monitoring agent includes a secure remote support solution that allows us to connect remotely to any system being monitored. We can then diagnose and fix problems without having to visit your site. This keeps the costs to a minimum, and ensures there is no delay in dealing with your issue.

SIMPLIFY YOUR IT BUDGET

When issues occur with your IT Systems it can lead to thousands of pounds of unexpected expense, lost productivity and revenue. With a monthly support contract from **Boundary IT** you will pay an agreed price for your entire IT support and monitoring – the only additional expense would be for new hardware or software.

For this **fixed monthly fee** you get the peace of mind that your systems are being kept secure, up to date and optimized for best performance. And in the event of a disaster you can be confident that your backups are up to date, and your systems will be back up and running in no time at all.

WANT TO KNOW MORE?

If you want to reduce your IT maintenance and support costs or require more information, please call us on **01903 263771** or email **info@boundaryitservices.co.uk**