THE ABSOLUTE I.T. MONITORING AS A SERVICE

Logicom Solutions
Is your trusted digital transformation partner.

Logicom Solutions Managed Services, offers a single pane of glass approach to keeping constant watch over the performace, availability and capacity of all your critical I.T. assets.

BRIEF SERVICE DESCRIPTION

A single platform to monitor the performance, availability and capacity of all of your I.T. Assets. Nowadays, businesses depend heavily on their I.T. Assets and services to deliver and meet their business objectives. Missing visibility on incidents or alerts for forthcoming issues can result in experiencing downtimes, negative customer experience, increased costs and expose your business in operational, legal, reputational and financial risks.

The Infrastructure Monitoring Solution, can provide through a single platform, full visibility on the current status of your infrastructure, I.T. services and applications, regardless if this is hosted on premise, on cloud or if a hybrid model is being followed. Our team of experts can work with your teams to review your existing infrastructure and propose the design for the implementation of our service. Through a streamlined process, you can start monitoring your assets on our platform in 72 hours upon purchase.

RECEIVE ALERTS FOR IMMEDIATE ACTION

Be informed about occurred events through alerts, to take appropriate actions immediately and minimize the impact to your business.

TREND ANALYSIS FOR HISTORIC DATA

View trends and gain insides on possible issues that may arise in the forthcoming period. Utilise the dashboards created by our teams as a tool to conduct your capacity management process and plan timely the upgrades that need to be performed to ensure continuity in your operations.

HELICOPTER VIEW AS A SINGLE PANE OF GLASS

Our teams have utilised their experience and prepared dashboards that can be used to provide a helicopter view of the current status of your whole infrastructure in a single screen, also known as a Single Pane of Glass (SPOG). Utilise them to quickly identify and surface areas of operations that need your attention.

WIDE RANGE OF VENDORS / PRODUCTS / SERVICES BEING SUPPORTED

Our infrastructure monitoring solution supports a wide range of systems and devices, from multiple vendors, covering the vast majority of solutions being hosted in most environments. In the event you have any legacy systems or vendors not included in our portfolio, our team can work with you to examine how these systems can be onboarded.

WORKFLOWS FOR MITIGATION OF ALERTS

Our solution does not only provide alerts to inform you about occurred events. It also provides a mechanism to raise tickets and have them acknowledged by your I.T. teams, to ensure that no issues have been left unresolved.

PLUG-N-PLAY APPROACH

The solution has been designed in a way to provide the maximum value through predefined and out-of-the-box configurations that fit most needs of modern businesses like yours. This is how we ensure that we can have you on-boarded in less than 72 hours.

SECURE DESIGN AND IMPLEMENTATION

Our platform is using strong security controls at all levels to ensure that your data and access is being adequately protected. This includes strong encryption controls for data-in-transit, Multi-factor-authentication, users access control. We are also undergoing audits at regular intervals to ensure a high level of security and protection.

SCALABLE SOLUTION

We understand that your needs may change while moving ahead. For this reason we have enabled packs that you can utilize to upgrade your service and include additional systems you have to be monitored under our platform.

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