

Remote Management

Ensuring high availability of ICT to support business operations.



If your business relies on complex ICT infrastructure and systems, it's a fact of life that keeping operations at their most efficient and avoiding outages requires dedicated resources and skilled staff. But investing in the time or specialist in-house staff is not always possible or affordable. Yet it's crucial to be confident that your operations and communications are always running effectively, because no business can afford downtime.

Your Business Needs:

- The ability to assure continued operations through proactive server and communications infrastructure monitoring.
- The reassurance that good "systems housekeeping" processes, rules and procedures are being applied across your ICT systems.
- The benefit of a widely skilled ICT team and systems to monitor and manage all the elements of your ICT environment, without the costs of employing specialist staff or having to continually re-invest in the latest technologies.
- The capability to provide the right levels of support, in all geographic locations.
- And, a professional, expert outside service provider to do it all for you, cost-effectively.

Impact on the Business

- Failure to monitor and manage can cost your business:
- Unscheduled systems outages, performance degradation leads to dissatisfied users and customers, lost productivity and business.
- Over-stretched ICT staff are too busy fire-fighting to focus on best practice systems management. Further, companies faced with increasing recruitment and salary costs struggle to maintain a highly effective, technically competent team.

Business Requirements

To ensure consistent, expert systems management, you need:

- A cost-effective solution which ensures availability of your ICT infrastructure.
- Continuous monitoring, optimisations and maintenance of key database systems, ensuring business critical systems are configured for optimum performance and according to best practice guidelines no matter where they are located.

The Capita Remote Management Solution

Through our tailored service we:

- Assess your organisation's requirements, our Initial Health & Configuring Review, before designing an agreed, managed, Remote Monitoring service.
- Put into action our Remote Monitoring software solution, along with implementation and configuration of Remote Management agents.
- Set up a virtual private network linking your infrastructure with our Operations Bridge.
- Commit to a 30 minute remote response to all received alerts. Our ITIL qualified, experienced service/ problem manager is on hand to resolve your issues.
- Are a Service Provider with the experience, technical ability and resources to resolve systems problems quickly and effectively via remote links.
- Give you the ability to outsource part or all of the systems administration process to a trusted IT partner who will deliver ITIL based levels of process and procedure.

“Utilizing remote support Capita are able to monitor our IT Infrastructure diagnosing problems within our Citrix environment and providing a fast online fix to ensure that we can minimize business disruption for our many Customers and Users”.

David Stewart, Senior Network & Infrastructure Analyst, GB Oils.

Benefits of the Capita Remote Management Solution

- Capita Managed IT Solutions delivers a unified remote management solution for hybrid infrastructures, ensuring all aspects of your environment are covered at all times.
- An “early warning system” with predictive failure alerting to resolve any problems before they have a chance to impact systems availability.
- Greater systems availability through reduced downtime.
- Accelerated problem resolution for business critical systems.
- Increased end-user satisfaction.
- And above all, the peace of mind that your systems are consistently performing at their best, and the freedom to focus on developing your business.

