IT SUPPORT MANAGED SERVICE
MONITORING & ALERTING

Due to organisations reliance on technology, IT system availability and stability is more important than ever.

Our Monitoring & Alerting Support Service lets you see exactly what is happening across your network infrastructure allowing you to identify outages and bottlenecks before they become a larger issue. With our service you can configure alerts so that your IT staff and system owners can respond before it impacts your organisation.

 Entirely cloud-based with no additional infrastructure required, our Monitoring & Alerting Support Service is completely customisable so you can monitor the exact metrics you need to see across a range of platforms and prevent incidents reoccurring with root cause analysis capability.

The services also includes comprehensive monitoring for critical network devices such as routers, switches and firewalls giving Network Teams the deep performance visibility required to manage complex networks.

Concerned about device availability? Using Phoenix Cloud Services (no infrastructure to buy or maintain), you can receive monitoring and alerting 24 hours a day, 365 days per year on the following:

- Physical Hosts (Hyper-V/ESXi)
- Physical Servers (Windows/Linux)
- Virtual Servers
- Network switches/ports
- Wireless Access Points
- Load Balancers
- Firewalls
- Web Site URLs
- Exchange Servers
- SQL Servers
- Domain Controllers
- Office 365 Instances
- Failover Cluster Nodes
- SharePoint Servers
- Oracle Servers
- Log Management
- SAN/NAS devices
WHAT DOES OUR IT SUPPORT MANAGED SERVICE COVER?

The Phoenix IT Support Managed Service is aligned to assisting your organisation’s existing IT Team with many world-leading vendors such as Microsoft, Dell EMC, VMware and Sophos as shown below.

Our Bronze, Silver and Gold Services operate from 08:00 – 18:00 (Mon – Fri), with the Platinum Service operating 24 x 7 x 365 and focused on supporting a wide range of technologies.

GET INVOLVED

For further details, including a personalised quote and breakdown of the services available to your organisation, please contact a member of the Phoenix Team today on:

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hello@phoenixs.co.uk