

## IES+ Care

### 24x7 Round-the-Clock Monitoring

#### Just pennies per day.

IES Group 24x7 Round-the-Clock Monitoring turns conventional IT support on its head. Rather than wait for you to notice that a system has failed – often involving time-consuming ‘systems fiddling’ on your part – our 24x7 monitoring will alert us to problems at your sites. We’ll almost always know about a systems issue before you do, so we can fix it fast and minimize your business disruption.



#### At a Glance

- *Instant Alerts. To the right technician. With accurate information. So we can fix it fast.*
- *Problems are almost always highlighted to us before you even know you have one. Uptime is maximized.*
- *Alerts for mission-critical systems can be set by SMS day or night.*
- *Costs just pennies per day.*

#### Our Customers

- *"I would like to say that I greatly appreciated the environment that exists at your company. The technical support staff are very helpful, but better yet, personable. You have done a great job of developing a wonderful team of employees, as well as a great service."*  
*Les Adams, Tri-County Brick*

#### What is 24x7 Round-the-Clock Monitoring?

24x7 Round-the-Clock monitoring checks your critical systems every five or fifteen minutes at your option. Whenever it sniffs a problem, it sends an email or SMS alert showing the exact nature of the problem directly to us. And it updates our WallChart, a large screen in our office that shows the exact status of all our Clients. We’ll see the true nature of the problem – rather than having to depend on (ahem) your best guess. That means we can fix it faster – and radically boost your overall uptime.

#### Conventional Service Process



#### With IES+ Care’s 24x7 Round-the-Clock Monitoring



#### Enterprise Level Service

At IES Group we have been supporting Ford, Magna and Daimler IT infrastructure systems for over 15 years, and we would like to bring that enterprise level of service to you at a fraction of the cost!

#### What does it check?

*Every five minutes, IES+ Care will...*

- *Check your servers, SNMP devices and TCP ports on your network, on other networks or at your ISP.*
- *Check any or all of your Windows® Services. Services provide vital services that allow you to logon, access the internet, even print your work.*
- *Ping various network devices or remote offices that you need to do your work.*
- *Check RAID devices to ensure that all disks are functioning and data is safe.*
- *Check your website to ensure it’s up and running and serving your customers.*

*If there’s a problem, we’ll be alerted instantly so we can take specific action to resolve the issue.*

#### How do I get going?

IES+ Care takes just minutes to set-up, doesn’t require any system reboots and can be protecting your business from downtime today. Contact us at 519-964-0020 to find out more.

**IES GROUP**