

Hotbed Technology's *RTM 24x7*

24x7 Round-the-Clock Monitoring

Instant alerts, to the right technician, with accurate information, so we can fix it fast.

Hotbed's 24x7 Round-the-Clock Monitoring turns conventional IT support on its head. Rather than wait for you to notice that a system has failed our 24x7 monitoring will alert you as well as us to problems at your site(s). We'll almost always know about a systems issue before you do, so we can fix it fast and minimize your business disruption.

What is 24x7 Round-the-Clock Monitoring?

24x7 Round-the-Clock monitoring checks your critical systems every five or fifteen minutes at your option. When it senses a problem, it sends an email or SMS alert showing the exact nature of the problem directly to you and to us. It also updates our WallChart, a large screen in our office that shows the exact status of our entire Clients' systems. We'll see the true nature of the problem immediately. That means we can fix it faster – and radically boost your overall uptime.

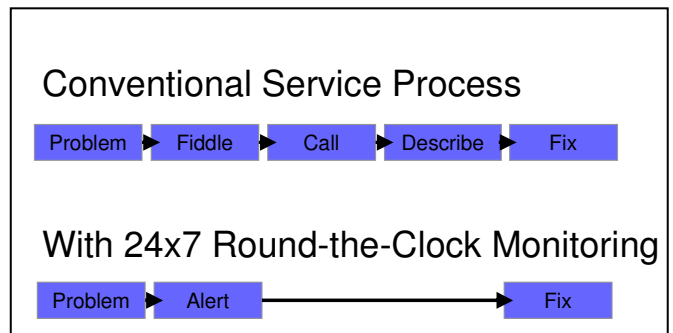
What Does It Check?

Every five minutes, 24x7 Monitoring will...

- ✓ Check that your server is up and running.
- ✓ Check that you can connect to the internet.
- ✓ Check any or all of your Windows® Services, the vital components of your server's operating system. These Services are vital and allow such things as the ability to log-on to your network, access the internet, and even print your work.
- ✓ Ping various network devices or remote offices to make sure all communications are functioning.
- ✓ Check TCP ports on your network, on other networks or at your ISP. If any of these ports are failing to respond, you may be unable to connect and do your job.

- ✓ Check disk space to ensure it's below a set threshold.
- ✓ Check RAID devices to ensure that all disks are functioning correctly and data is safe.
- ✓ Check your website to ensure it's up and running and serving your customers.
- ✓ Check other devices using SNMP.

If there's a problem, we'll all be alerted instantly so we can take specific action to resolve the issue – almost always before you know you have one.



Key Benefits

- ✓ Specific, informative alerts show us the exact nature of the problem. We can fix it faster.
- ✓ Problems are almost always highlighted to us before you even know you have one. Uptime is maximized.
- ✓ Alerts are routed to the right technician. He can fix it faster – and do it right the first time.
- ✓ Alerts for mission-critical systems can be set by SMS day or night.
- ✓ Costs just pennies per day.

How do I get going?

24x7 Round-the-Clock takes just minutes to set-up, doesn't require any system reboots and can be protecting your business from downtime today. Contact Sales at Hotbed to find out more.

Hotbed Technologies

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