

# sprout **WATCH**

**24x7 Round-the-Clock Monitoring**  
**Instant Alerts. To the right technician.**  
**With accurate information.**  
**So we can fix it fast.**



SproutWatch 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 site. We'll almost always know about a systems issue before you do, so we can fix it fast and minimise your business disruption.

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

Round-the-Clock monitoring checks your critical systems every fifteen minutes. Whenever it sniffs a problem, it sends an email or SMS alert showing the exact nature of the problem directly to Sprout. And it updates our WallChart – a web portal on the SproutDesk - 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.

## **What does it check?**

Every fifteen 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, vital components of your server's operating system. Services provide, well, vital services that allow you to logon to your network, access the internet, even print your work.
- Ping various network devices or remote offices that you need to do your work.
- 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 is 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 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 maximised.
- 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.

## Conventional Service Process



## With 24x7 Round-the-Clock Monitoring



## What happens to SproutWatch alerts out of business hours?

Out of hours, critical errors such as hardware, internet down, or critical services failure are sent via SMS to your site manager.

## What? There's more?

Also included are daily and weekly reports so that you can check we are doing our job right, and online access to the SproutWatch dashboard where you can monitor the "live" status of all of your monitored servers – see the following pages for the full rundown on exactly what is included.

## SproutWatch Client Portal

View the exact status of all your systems – anytime and anywhere.

**SproutWatch Client Portal: True transparency of service.**

At SproutIT we believe in total transparency. Your systems are your systems and we think you should be able to see the exact status of your computing resources – and how well we're doing our job – at any time of the day or night. A Client Portal is an easy way to view your IT network and its current status. You'll be able to log in at Sprout's website – or even on your mobile phone – and see the issues that we're working on at that time.

You'll see

- whether your antivirus is up-to-date
- whether your backup has completed successfully
- if your website is up or down
- overall system health
- Anytime access to Asset management Reports including Asset Inventory and Change reports.

**A range of reporting options that keep you informed – and assure you that we're doing our job.**

Optional daily, weekly and monthly reports.

**sprout** **IT**  
Legal IT Specialists

**Contact Us**

**020 7036 8530**

**www.sproutit.co.uk**

**info@sproutit.co.uk**

**Quadrant House,**

**10 Fleet Street, London, EC4Y 1AU**