

## Managed Services



**“The majority of IT departments today spend at least 70% of their time maintaining the systems they already have, with only 30% spent on development and enhancement”**

*Source: Gartner*

**“ A managed service typically includes remote monitoring of systems, meaning that any potential problems are predicted and addressed before they happen, ensuring systems remain running. Users stay connected and customers receive consistent levels of customer service. With a managed service agreement in place you can implement changes and deploy new systems quickly, enabling your organisation to stay agile and ahead of the competition. ”**

**Paul Sweeney, ANS Group, Managing Director**

### Why use a Managed Service?

The cost of supporting the vast array of servers is, for many organisations, unpredictable. The investment needed to provide comprehensive management tools that so many would like to deploy, is hard to justify. The need to maintain greater levels of availability in today's age of “always on”, 24x7 ecommerce is also hard to resource. Establishing shift patterns of experienced operations teams is expensive.

Organisations that find themselves with a business requirement to support a particular server or application component that falls outside of internal core skills. Support becomes prohibitive, or is carried out by staff that are unfamiliar with those infrastructure components. The network is core to everything that you run and operate and yet, are you confident that you are managing it well as you'd like? Can you be sure of your network utilisation? Do you know when and why performance bottlenecks occur? Can you be sure which applications are causing you problems? How quickly can you troubleshoot? Indeed, would you like to benefit from regular health checks to minimise those occasions when trouble occurs in the first place?

### Benefits of ANS Group Managed Service:

- Increase uptime of IT infrastructure to the business
- Release your skilled technical staff from routine, time-consuming tasks onto business-building projects
- Redeploy headcount internally
- Enable your business to work in a more agile manner
- Deploy the applications your business needs without worrying about the infrastructure requirements or skill sets to manage them
- Work 24x7 without employing unnecessarily large support teams
- Obtain the benefit of monitoring, smart management tools and reporting using the economies of scale that a managed service delivers
- Get the breadth and depth of expertise that comes from supporting numerous organisations across the UK

A core function of ANS's managed services is to proactively monitor and manage in-house and cloud based IT systems. We do this cost-effectively using secure access, remote take-over and monitoring technologies to keep a close eye on your live IT systems. What's more, we strive to deal with issues as soon as we are aware of them, often resolving them long before they can affect your business. Our remote support includes proactive systems monitoring; access and device control; systems user administration; incident or change logging and management; service level management and service level reporting; escalation to manufacturers or third parties and telephone support.

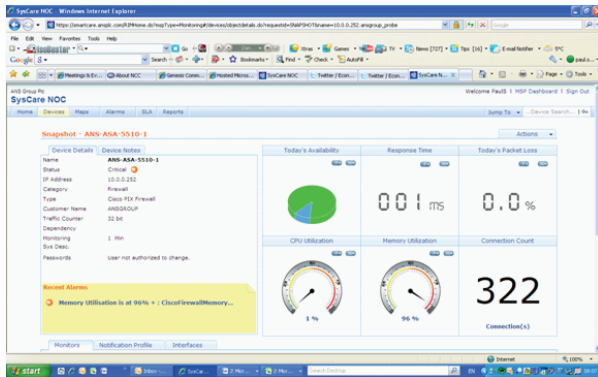
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# Managed Services

## Devices we can monitor

We can monitor virtually any network device that responds to a ping request on a basic level. In addition, using SNMP or Windows agents, we can collect historical performance and health information. This allows us to generate alerts not just on a device not being available, but on changes to an established baseline. Historical data will be kept for several months allowing us to look at how the performance of your network has changed over time. Using this information we can detect unusual network usage and bottlenecks that may need to be resolved. *N.B. Exact metrics available will depend on the device being monitored*

- CPU Utilisation
- Memory utilisation
- Temperature
- Response Times
- Packet Loss
- Device Availability
- Interface Availability
- Interface Errors & Discards
- Interface utilisation and bandwidth consumption
- Buffer Statistics – Hits, Misses & Failures
- Firewall connection count



## How is the Service delivered?

Key to our managed service is the pro-active monitoring probe which is located within the customer's network to monitor their infrastructure. Having the probe located within the network produces far more accurate results and analysis, than it being located in a remote location. The probe discovers the devices and servers in the LAN, monitors them periodically, and communicates the data back to the central server over the internet on a secure HTTPS connection. A single probe installed in the customer network can monitor hundreds of multi-vendor devices including network, website and server infrastructure.

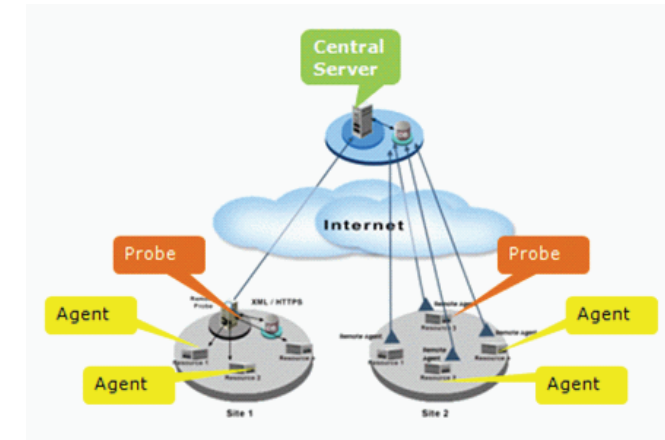
## How does the Service work?

Our core concern is the health of the network devices and servers, from the deployed monitoring probes we continuously poll and monitor devices to ensure they are performing. At the most basic level of functionality a ping request is sent to each device to ensure it is up and working. If a device fails to respond within configured thresholds, the device is marked as down and an alert is raised. Once the device is restored and successfully replies to ping requests, the device's status is reset to healthy by our support team.

In addition, SNMP (Simple Network Management Protocol) allows us to 'pull' further information from your equipment. SNMP provides far more than if the device is up or down, it can actually report on the status of key components. This means we can view signs of wear and tear, before components actually fail. Providing a proactive and preventative service rather than a traditional reactive one.



Example of a typical deployment



Call ANS Group on  
**0161 227 1000**  
to find out more about our  
**Managed Services Offering**

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