

Acumis Advanced Client Care System™

Proactive system monitoring & reporting

- to keep your business running

Our advanced client care system continually monitors hundreds of aspects of your servers, network devices, ISP connections, remote offices, and websites. As soon as it identifies a potential problem, our engineers are instantly notified by email or SMS - so we can resolve the issue (or notify your IT staff), before you're even aware of the problem!

The Advanced Client Care System gives instant & accurate alerts on critical functions, including:

- Backup Status
- Anti-Virus Update Status
- Internet Connectivity
- Disk & RAID Health
- All Windows Services & Event Logs

This means we can ensure that;

- Your anti-virus pattern file is right up-to-date.
- Your disk consumption rates are within limits
- Your tape backup completed successfully.
- Hackers haven't been attempting to access your system.
- Your Exchange Information Store size is within its threshold.
- Your Event Logs don't show other critical errors.
- Your disk health is fine.

How does it work?

We install an agent that sits on your Server(s). It's so small that it hardly registers on the Task Manager, uses ridiculously small amounts of bandwidth, *never* interferes with network performance, and requires no firewall changes. And no in-bound communication occurs so there's no need to open up your firewall.

The Agent accesses a wide range of systems on the server to collect information that would otherwise be discarded. By selectively accumulating this information – and discarding other meaningless data – the agent is able to alert us when there's an issue that needs attention.

Keeping you informed..

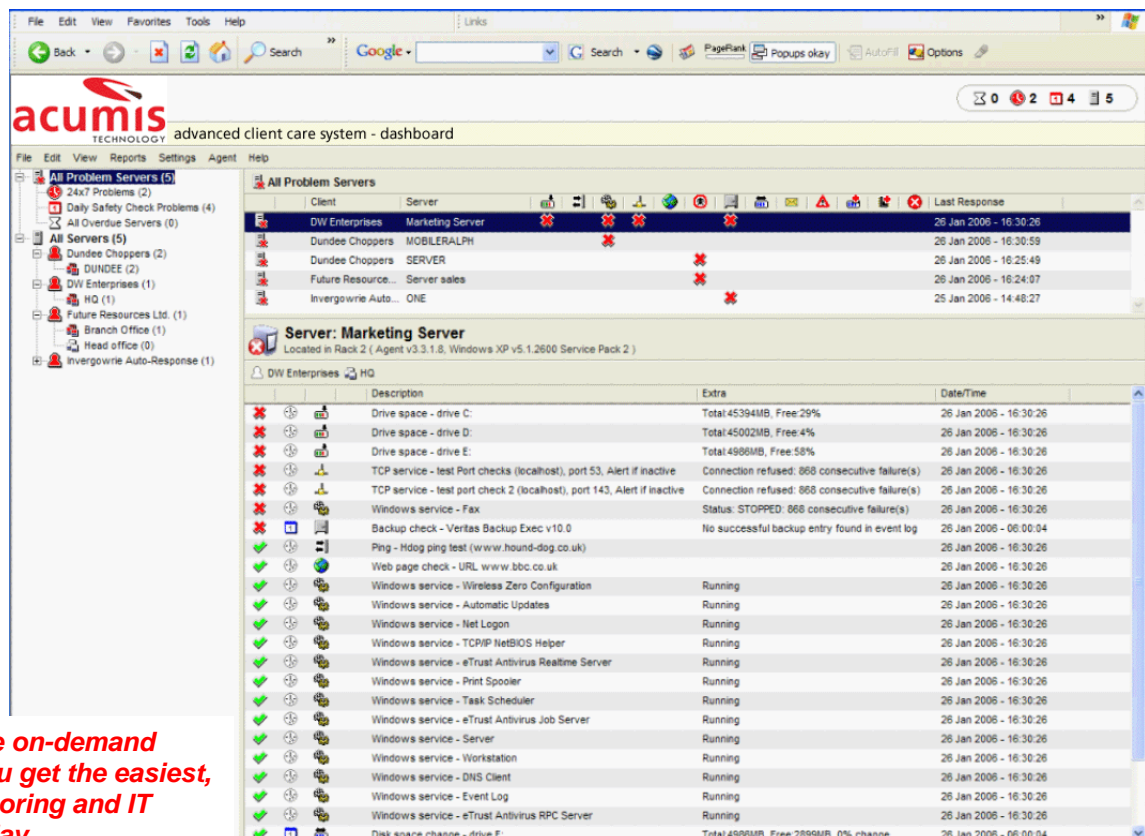
The system status dashboard shown here can be viewed on-line by the client.

The information is updated on a daily basis.

How much does it cost?

**Just €50.00 + VAT
Per Server per Month***

*Minimum term 12 months



The screenshot displays the Acumis advanced client care system dashboard. The main window shows a list of 'All Problem Servers' with columns for Client, Server, and Last Response. Below this, a detailed view for 'Server: Marketing Server' is shown, listing various system checks and their status (e.g., Drive space, TCP service, Backup check, Windows services).

Client	Server	Last Response
DW Enterprises	Marketing Server	26 Jan 2006 - 16:30:26
Dundee Choppers	MOBILERALPH	26 Jan 2006 - 16:30:59
Dundee Choppers	SERVER	26 Jan 2006 - 16:25:49
Future Resource...	Server sales	26 Jan 2006 - 16:24:07
Invergowrie Auto...	ONE	25 Jan 2006 - 14:46:27

Description	Extra	Date/Time
Drive space - drive C:	Total 45394MB, Free:29%	26 Jan 2006 - 16:30:26
Drive space - drive D:	Total 45002MB, Free:4%	26 Jan 2006 - 16:30:26
Drive space - drive E:	Total 4980MB, Free:58%	26 Jan 2006 - 16:30:26
TCP service - test Port checks (localhost), port 53, Alert if inactive	Connection refused: 868 consecutive failure(s)	26 Jan 2006 - 16:30:26
TCP service - test port check 2 (localhost), port 143, Alert if inactive	Connection refused: 868 consecutive failure(s)	26 Jan 2006 - 16:30:26
Windows service - Fax	Status: STOPPED: 868 consecutive failure(s)	26 Jan 2006 - 16:30:26
Backup check - Veritas Backup Exec v10.0	No successful backup entry found in event log	26 Jan 2006 - 06:00:04
Ping - Hdog ping test (www.hound-dog.co.uk)		26 Jan 2006 - 16:30:26
Web page check - URL www.bbc.co.uk		26 Jan 2006 - 16:30:26
Windows service - Wireless Zero Configuration	Running	26 Jan 2006 - 16:30:26
Windows service - Automatic Updates	Running	26 Jan 2006 - 16:30:26
Windows service - Net Logon	Running	26 Jan 2006 - 16:30:26
Windows service - TCP/IP NetBIOS Helper	Running	26 Jan 2006 - 16:30:26
Windows service - eTrust Antivirus Realtime Server	Running	26 Jan 2006 - 16:30:26
Windows service - Print Spooler	Running	26 Jan 2006 - 16:30:26
Windows service - Task Scheduler	Running	26 Jan 2006 - 16:30:26
Windows service - eTrust Antivirus Job Server	Running	26 Jan 2006 - 16:30:26
Windows service - Server	Running	26 Jan 2006 - 16:30:26
Windows service - Workstation	Running	26 Jan 2006 - 16:30:26
Windows service - DNS Client	Running	26 Jan 2006 - 16:30:26
Windows service - Event Log	Running	26 Jan 2006 - 16:30:26
Windows service - eTrust Antivirus RPC Server	Running	26 Jan 2006 - 16:30:26
Disk space change - drive E:	Total 4980MB, Free:2899MB, 0% change	26 Jan 2006 - 06:00:04

We make use of leading-edge on-demand technology to ensure that you get the easiest, most affordable server monitoring and IT support system available today.

Your Partner in Computer Aided Design Technology