

## Full System Management

To be connected, an organisation needs three things: Hardware, an operating system and the applications that a business requires for its day to day operations. Collectively, these things are referred to as a system. OneSquared offers a full outsourced system management service.

### What is it?

Under a OneSquared System Management agreement you can have around-the-clock assurance that your servers and web-related applications are running optimally and problem-free – and will continue to do so.

Systems Management is a “pick & mix” service that provides you with your choice of:

- Monitor server load (CPU & network utilisation)
- Monitor resource availability (Disk space)
- Review event logs (security, application errors)
- Ensure system integrity (no loss of data)
- Monitor for intrusions or unusual activity
- Apply security fixes and other patches in a timely manner
- Organise replacement components in event of failure and server restore
- Testing of backup and disaster recovery plan
- Helpdesk and service level agreements (SLA)
- Software upgrades
- Hardware maintenance
- Backup and disaster recovery
- Dedicated 24/7 support

We can often provide these at less cost than if you did it yourself – think of what an in-house telco grade environment with two or three staff would cost on a monthly basis. And with our range of experts we can apply greater levels of skills and specialist knowledge to any given issue you need to have addressed.

The System Management team monitor your servers, applications and infrastructure, providing every aspect of system administration you need. Bundled with our SLA's, monitoring and helpdesk, this gives you high level support for mission critical infrastructure.

### How does it work?

Your systems will be housed in our secure data centre. Our team will manage and monitor them on an ongoing basis. Depending on the service level agreement (SLA) you choose, it also ensures you receive 24 hour a day attention from highly qualified professionals.

Given the importance of IT systems to your business, it makes sense to ensure they are always running optimally and that potential problems are identified and corrected before they become real issues.

### Will it suit me?

OneSquared System Management is ideal for customers who require robust internet infrastructure without the associated staff and infrastructure investment. The end result is that you can relax, knowing that we are taking an active, hands-on role in the upkeep and administration of your Internet infrastructure.