

# Server Management Services

LRS offers Remote Server Management that leverages our consistent “always on” monitoring of your server environments to ensure your performing at your peak. We monitor key performance metrics like; load, server performance, and security posture. Our experts can install OS software updates and take care of all the technical issues related to your server environment.

## SERVER MANAGEMENT FEATURES

- Server monitoring for performance, availability and capacity
- Application Performance Management
- AV / Patch Updates, Asset & Inventory Management
- Disaster Management and IT Business Continuity Management

## KEY CLIENT BENEFITS

- Availability, performance & fault monitoring for server computing infrastructure
- NMS implementation using SNMP and WMI
- Automated reporting & alerts for fault and threshold breach & utilization
- Automated monitoring of critical services, i.e., Web, FTP, DNS, DHCP, etc

**We support you  
around the clock**

## SERVER SERVICES

## FULLY MANAGED

### Server Monitoring and Optimization

OS availability Monitoring	✓
Critical Resources Monitoring (CPU, Memory, Disk I/ O and Network load)	✓
Hard Drive Utilization Monitoring and alerting	✓
Event Log and Process Monitoring and alerting	✓
Predefined Actions to keep system performance optimal	✓

### Asset Management

Online Asset Tracking	✓
Software Licensing Tracking	✓
Warranty Tracking	✓

### Patch Management

Patch Pilot rollout and Testing	✓
Manual Operating System Patch Management	✓
Server reboot post Patch rollout and UAT	✓
Application Patch Management	✓

### Data Backup Monitoring & Administration

Backup Monitoring	✓
Daily Backup status monitoring	✓
Monthly test restore	✓
On-demand restores	✓

### OEM/ 3rd party / Internal Client escalations

24x7 monitoring of priority tickets and timely addressal as per client agreement	✓
Escalations of tickets per Client contract	✓
Co-ordination with concerned parties till closure per Client contract	✓

### Reporting

Hardware and Software Inventory report	✓
Patch Compliance Report	✓
AV Updates Compliance report	✓
Health and Performance report	✓

### Server Security Administration

User Account Administration	✓
File Sharing Permission and Administration	✓
Password Management	✓

### Server Support

Incident Response and Resolution Tracking	✓
Address Monitoring Alerts	✓
Ticket Log Analysis and Problem Management	✓
Standard Hours Support (8am -8pm M -F)	✓
Unlimited 24x7 Hours Phone and Email Support	✓



**CALL US TODAY TO FIND OUT MORE.**

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