

SLATEMONITOR

**PROACTIVE SUPPORT.
PRODUCTIVE BUSINESS.**

SlateMonitor complements your staff when limited resources challenge your effectiveness and put you at risk. Technology breaks. With SlateMonitor, you no longer need to worry about your IT environment coming to a screeching halt. Let SlateMonitor oversee your technology while you focus on your business.

Gain freedom from IT support to focus on your business.

WHAT TO EXPECT

Better Coverage

24 x 7 x 365 support includes proactive monitoring and expert coverage.

US-based engineers and architects on staff.

ITIL framework (tiers 1-4) for incident management.

Customer portal to open and review issues, anytime.

How Does SlateMonitor Provide Value?

Through a collaborative partnership, SlateMonitor allows you to focus on strategic business objectives and avoid inefficient use of your resources.

The SlateMonitor recurring monthly service charge creates predictable costs for certified experts, consistent process and sophisticated technologies.

SlateMonitor offers total incident ownership—one vendor with end-to-end support.

Consistent Service

SlateMonitor detects and resolves issues faster through fault monitoring against performance metrics.

Configuration management applies security vulnerability patches and firmware upgrades when related to support incidents.

Auto-detection and alert notifications ping engineers when issues occur.

Quality skilled engineers are hard to find and retain. SlateMonitor provides consistent services even in the midst of employee turnover.

EQUIPMENT, SOLUTIONS & VENDOR MANAGEMENT

Routers, Switches and Voice Gateways	SNMP-capable Equipment
Firewalls and Security Gateways	Vendor Management
Windows and Linux Servers	Telecomm Carriers
Virtual or Physical Environments and Hosts	Other Manufacturers
Various Storage Platforms	Solutions like Cisco Collaboration Suite

PRIORITY TIERS

1

2

3

4

Respond Within	20 mins	30 mins	4 hours	4 hours
Resolution Plan Within	3 hours	8 hours	32 hours	72 hours
Resolved Within	4 hours	24 hours	48 hours	120 hours
Priority Tiers Defined	An existing network or service is "down" or there is a critical impact to business operations.	Operation of an existing network or service is severely degraded, or significant aspects of your business operations are negatively impacted.	Operational performance of the network or service is impaired while most business operations remain functional.	Operational performance of the network or service is only minimally impaired while business operations remain functional.

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SlateMonitor at a Glance

FEATURES & SERVICES COVERED	SERVERS	NETWORK/SECURITY DEVICES	STORAGE
24x7x365 Operations Center and Support	●	●	●
Customer Portal–Tickets, Device Management	●	●	●
Quarterly Business Reviews	●	●	●

CONFIGURATION

Users, Password policy, Roles	●	●	●
Device/OS settings	●	●	●

ADMINISTRATION

Users, Password policy, Roles	●	●	●
Device/OS settings	●	●	●
Device Administration		●	
Storage Administration			●

MONITORING, ALERTING & REPORTING

Availability, Fault, Performance and Utilization	●	●	●
Automated Alerts and Fault Escalation	●	●	●
Log Collection	●	●	●
Standard and Custom Operations Reports	●	●	●
SLA Compliance	●	●	●

MAINTENANCE & MANAGEMENT

OS Maintenance	●	●	●
Configuration Management	●	●	●
Change Management	●	●	●
Patch Management (Security, Vulnerability, Critical)	●	●	●
Feature Patches or Upgrades (Non-critical) *	●	●	●

SUPPORT

Managed Onboarding Service	●	●	●
Break/Fix Services–Troubleshooting	●	●	●
Incident Management	●	●	●
Root Cause Analysis	●	●	●
Capacity Analysis	●	●	●
Log Review	●	●	●
Vendor Management (Escalations, RMA,...)	●	●	●



FOR MORE INFO :
VISIT US AT BEDROC.COM
OR CALL US AT 615.815.1785

* Feature patches and upgrades may incur incremental fees.

The service covers each individual device and its operating system. Move, add, change, delete (MACD) request per individual device are covered as outlined in the chart. Any (MACD) project across multiple devices requiring additional project coordination and management may require additional project fees.