

What is our remote monitoring and management service?

Remote monitoring and management (RMM) is a proactive service provided by our team of experts to help your business increase the performance, resilience and availability of systems, software and business critical applications.

RMM helps you to maximise IT infrastructure by identifying, analysing and fixing system alerts and failures as they arise, ideally before users are affected, so you always have peace of mind that your IT will be there when you need it. We typically monitor critical IT infrastructure jobs such as server performance, internet connection, bandwidth usage and backup jobs.

What are the benefits?

- Covers SQL and web servers, backup, antivirus, disk space, broadband and VPN, software, hardware and CPU usage to ensure you stay up and running, secure and performing
- Constant monitoring for hardware and software problems for consistent availability and predictive maintenance
- Increases availability on servers and workstations to aid enhanced productivity
- Scalable to your business needs, so you never use what you don't need
- Automated corrective action where possible
- Full notification of events and errors for insightful visibility
- Client portal

How much does it cost?

Prices vary depending on the contract cover option you choose. All options are available as fixed monthly payment plans with no upfront costs.

Please call us on **0844 579 0800** to discuss your specific requirements.

SERVICE OPTIONS	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4
Software Only	✓	✓	✓	✓
Managed by K3		✓	✓	✓
Assisted Recovery			✓	✓
Escalation to Site				✓
Support Cover Options	Mon – Fri 08:00 – 18:00	Mon – Fri 08:00 – 18:00 or 24/5 or 24/7		

Product Features

Installation / Setup / Configuration:- POE

- **Level 1** – Supply of software only, management provided by customer, product support by K3 Cloud, Hosted and Managed Services. Mon – Fri 08:00 – 18:00
- **Level 2** – Support provided by K3 Cloud, Hosted and Managed Services, alerts sent to the customer if requested and assisted recovery. (*)
- **Level 3** – Support provided by K3 Cloud, Hosted and Managed Services, alerts sent to the customer if requested and assisted recovery. (*)
- **Level 4** – Support provided by K3 Cloud, Hosted and Managed Services, alerts sent to the customer if requested, assisted recovery and onsite escalation. (*)

*Customers can choose a support cover option that suits their business' needs. Mon-Fri 08:00 – 18:00, 24/5 or 24/7.

Please call us on **0844 579 0800** to discuss your specific requirements.