Monitoring-as-a-Service

Proactively Managing IT Infrastructure

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YOUR BUSINESS DEPENDS ON IT

Your IT Infrastructure is critical to your business; it is what enables your workforce to be productive, to collaborate, and more importantly, to deliver on your promises to customers.

Today's IT infrastructure can be complex. Hybrid environments span multiple clouds and on-premises compute and storage, the network connects users from any location and there is a myriad of end-user devices. It is no longer a case of just keeping the lights on; IT teams need to continually, monitor, optimise and assure the end-to-end user experience.

Proactive monitoring of the IT Environment is key, however, it is not sufficient to monitor some of the environment, some of the time; to deliver robust and high performance IT services requires proactive monitoring of all of the environment, all of the time.

COMPREHENSIVE MONITORING-AS-A-SERVICE

By working with NAK you are able to put in place a comprehensive monitoring capability across your end-to-end IT infrastructure. This not only ensures you can quickly respond to failures as they occur, but also you can proactively detect potential issues and address these before they become business-affecting.

No two IT environments are the same, and that is why we take the time to thoroughly understand your environment. We not only map all of the components across your landscape, but define the interdependencies of these components. This allows us to prioritise the business-criticality of each element and put in place the appropriate SLAs.

By leveraging both 'agent' and 'agentless' monitoring tools across your end-to-end environment we are able to gain the real-time insight into your environment we need. This is proactively monitored by our support team 24x7 from within our UK Network Operations Centre.

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OUR APPROACH

Our expertise across the areas of Secure Networking and Hybrid Cloud combined with extensive experience of delivering managed services for our clients has enabled us to develop an approach and methodology which is highly effective in designing and deploying a comprehensive monitoring service. Our approach follows four steps:

DISCOVER

We take the time to firstly understand your business and the critical nature of your environment and infrastructure. This enables us to thoroughly understand the end-to-end service delivery and to define critical points to monitor.

OPTIMISE

To optimise the performance of your IT environment first requires optimising how this is monitored and supported. By understanding each individual component and the role it plays, we are able to put in place the most appropriate monitoring and SLAs.

TRANSFORM

What we aim to transform is switching monitoring from a reactive service to a proactive service. We focus on looking at all of the vital signs in real-time, detecting anomalies, investigating these and taking the appropriate action to prevent and minimise

SUPPORT

Whether we monitor your environment around the clock or just provide you with a service outside of your core business hours, our aim is to be there for you. Our UK Network Operations Centre (NOC) runs 24x7, 365 days per year and manned with the highest level of expertise.

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OUR MONITORING SERVICE

We are able to tailor a monitoring service to your specific requirements and business needs. We are able to cover the complete IT landscape, provide a service around the clock and respond against your required playbook. These services can include:

Network Device Discovery & Monitoring

We leverage industry-leading tools to conduct a full discovery of your network, identifying all of the devices on this and providing you with a comprehensive view of both the topology and landscape of your network environment. This enables us to define business-critical elements and dependencies and to put in place the performance metrics that need to be monitored in real-time and historically reported.

Server Hardware

What is key is for you to have the visibility into your complete IT environment whether that be on-premises servers or cloud environments. We help you achieve this by providing a single pane of glass onto your Hybrid Environment. Leveraging our toolset, we are able to gain real-time access to the essential performance metrics without the need to deploy agents. However, for critical elements that require a deeper level of monitoring, we leverage 'agents' that are able to run across all major operating systems.

Applications & Storage Arrays

We are able to extend our monitoring to specific business-critical applications and storage arrays where a typical 'agent' deployment is not possible. We do this by leveraging SNMP v1/2/3 which enables our monitoring toolset to communicate and pull key data from these specific nodes. This allows us to proactively monitor both application availability and application performance.

Proactive Monitoring

We proactively monitor your environment 24x7, 365 days per year. We tailor our services and SLAs in line with your specific requirements. This can include monitoring performance thresholds and performing proactive tuning, responding to alerts and then following a defined playbook to triage, respond and manage incidents, and providing you with a comprehensive range of service reporting and service delivering management.

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KEY BENEFITS

By utilising NAK's Monitoring-as-a-Service our clients gain the peace of mind that their IT Environment is being meticulously and proactively monitored by NAK's experts utilising an industry- leading IT Management toolset. This delivers a number of key benefits to your company, your end-users and your IT team:

End-User Experience

By ensuring your systems are not just available but are performing, ensures you are able to consistently deliver the experience your end-users expect.

Best In Class Toolset

As part of our Monitoring-as-a-Service you gain access to a comprehensive IT Management toolset that is capable of delivering both real-time insights and comprehensive reporting.

Reduce Risk

Through proactive monitoring of your IT environment, you take a significant step in ensuring business continuity and reducing risk associated with IT failure or service disruption.

Improved Visibility

Through the IT Management toolsets we deploy, you gain unprecedented visibility into your IT environment and real-time insights into the performance of your end-to-end infrastructure.

Minimise Disruption

Prevention is far better than cure; our Monitoring-as-a-Service is designed to ensure that potential issues are spotted immediately and addressed before they disrupt service.

Improved Resource Utilisation

By working in partnership with NAK, you are able to improve the utilisation of your internal IT resources, providing them with the support they need to be far more effective.

WANT TO KNOW MORE

We would be more than happy to run a short discovery workshop with you to understand your monitoring challenges and to detail how we can specifically help you. If you want to find out more, or have a specific question, please do not hesitate to contact us:

0300 456 0471
enquiries@nak.co.uk
nak.co.uk

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