



Intact Managed Services -  
ProActive Server Management

# Sentinel



**Intact Sentinel is an always-on solution that pro-actively monitors, manages and automates tasks related to your server/s to optimise server uptime & system performance.**

## **No Time for Downtime?**

You rely heavily on the processing capabilities in your server to operate at your best. When your server is down, your business is down, and that's when fickle customers can easily turn to your competitors. Whether this is a rare occurrence, or you've been lucky enough not to have this experience, you can take protective measures to ensure it never does. Continuous monitoring of your server is the key to keep it healthy and issue-free.

With the Intact Sentinel solution, we deploy best-of-breed technologies to ensure your servers are proactively monitored and managed 24/7 to minimize downtime and maximize performance.

Designed around our ERP and business software solutions, Intact Sentinel manages and monitors your servers performance continually, allowing you to run your business with confidence.

# How it Works

Intact Sentinel is a cloud technology platform deployed to record and collect on-premise server data, detect threats that would previously have gone uncovered, automatically investigate issues and provide response driven information, via automated alerts, to the Intact Managed Services Team. This enables pre-emptive action to be taken to protect the efficiency and performance of your server and system.



# What's Included

The Intact Sentinel Proactive Server Management Solution incorporates 24x7 proactive monitoring, covering all aspects of your systems including (but not limited to):



## Hardware Health Status:

Processors, Memory, Fans, Temperatures, Power Supply, Storage, Network Controllers



## Server Performances:

Reachability, CPU, Memory and Disk utilization



## Application Availability and Performances:

Custom checks designed for your Intact ERP or business software system



## Backup Monitoring:

Backup execution, Integrity check.

If pre-determined performance thresholds for these conditions are outside the norm our team are alerted in real time so we can take action to correct the issue; many of which can be facilitated automatically.

Where more serious issues arise, our experienced engineers can be commissioned to proactively respond to incidents to ensure you avoid any disruption to your business.



**In addition, each month you will receive a Systems Health Status report outlining:**

- Backups Execution Plan and Anomalies
- Incidents Review
- System Performance Review
- Security Patches and Software Updates
- Assets Inventory Register
- Key Recommendations

With your system and servers in our care we also ensure that your Windows Operating System is updated with the latest software updates and security patches.

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Proactive server management from Intact Sentinel is a modern, future-ready solution that provides you with 24/7 server monitoring to ensure your servers maximise uptime and system performance.

To find out more get in contact at **[info@intactsoftware.com](mailto:info@intactsoftware.com)**

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**[intactsoftware.com](https://intactsoftware.com)**

