



# Enterprise Monitoring & Support

Protect Your Infrastructure and Applications to Minimize Downtime

The best defense is a good offense. Rather than waiting for problems to arise, organizations focused on minimizing business disruption need to invest in solutions that monitor the uptime and utilization of the systems, devices and applications under their charge. They also need to broker relationships with reliable 3rd parties to escalate problems that go beyond the expertise or availability of their existing IT staff. With countless monitoring packages on the market and nearly as many service providers ready to take your calls, how do you choose the right one? The answer lies in choosing a partner who understands your situation and knows how to help.



— Alerts You Can Trust - Customizable and Secure —



ALERT, Arraya Solutions' enterprise monitoring & support offering, is all about responsiveness. It monitors the availability, health, and performance of your devices and applications — 24/7, 365 days a year. This can help you avoid costly downtime. The true value in ALERT, however, is linking your on premises team with our own team. Our experts get to know your environment, giving them the knowledge to weed out false alarms and stay one step ahead of the real issues. That way, they're ready to assist as soon an alert is triggered.

## What are the Benefits?

Arraya's Enterprise Monitoring & Support Service can:

- **Build IT Bridges.** This service creates a dialogue between your on-premises IT staff and Arraya's Managed and Operational Services Team, providing the foundation on which a long-standing relationship can be built.
- **Speed Up Response Time.** ALERT will give you a heads up on potential issues before they can impact your business and provide basic availability support for your systems around the clock, minimizing downtime and lost data. In the event an alert is generated, you'll be notified via email, SMS text or by phone.
- **Support All Your Devices.** The service is device agnostic so it supports any device with an IP address, including physical hosts, virtual machines, and networking/voice equipment, regardless of who made it.
- **Cut Down on White Noise.** Alert parameters and thresholds are customized to support each client's unique requirements. In addition, our Managed and Operational Services Team validates, troubleshoots and remediates any issues that come up, which will keep your IT team from having to sift through a bunch of false positives.
- **Keep Your Data Secure.** A small-footprint support appliance installed in your network collects data and communicates alert statuses to remote central monitoring servers over secure VPN connections.

## Why Arraya?

Arraya Solutions is a full service technology consulting firm capable of meeting the needs of customers of all sizes, across a wide range of industries. We work *with* our customers, not *for* them, to create and deploy solutions which satisfy their particular business needs and goals.

**We Get to Know You.** We take the time to understand your business' unique pain points. Based off of that knowledge, we create a custom strategy to help your company reach its fullest potential and vision.

**Experience You Can Count On.** Arraya's Managed and Operational Services Team is made up of well-qualified engineers with certified technical knowledge and hands-on experience supporting customers both on-premises and remote. They undergo a rigorous selection and training process that matches their capabilities to specific customer engagement(s) to ensure business expectations are met.

**Elite Managed Services Provider.** Arraya has been named year over year to CRN's Managed Service Provider (MSP) 500 list as one of the MSP Elite 150. This list distinguishes the top technology providers whose leading approach to managed services enables their customers to improve efficiencies, cut costs, and successfully leverage technology to achieve greater competitive advantage.