# MONITORING-AS-A-SERVICE

One of the most formidable challenges with infrastructure management is lack of visibility across the full IT estate – the elusive single pane of glass.

Many organisations spend heavily on resilience, high availability and disaster recovery, but overlook the relatively small investment that should be made in monitoring. Similarly, very few technical teams have people dedicated to the role, so it's left as an afterthought. Or, monitoring is handed down as another task on top of someone's busy day job. That's understandable especially when IT headcount and resources are under pressure.

Often the neglected child of IT, monitoring can also become fractured and ineffective because it involves lots of tools or, worse still, because it only covers certain elements rather than every point of infrastructure. So, that single pane of glass remains out-of-reach.

## Treating monitoring as a full time job and specialist function in its own right

Implemented by engineers and IT leaders, for engineers and IT leaders, Monitoring-as-a-Service from Creative eliminates these challenges and ensures that single pane of glass.

As an independent, objective third party, Creative works across all functions of IT. We'll onboard you as part of a structured project, maintaining focus throughout until your objectives are met. That means not simply monitoring IT components, but also protecting your critical business services. Providing that clear oversight of potential issues and their impact.

Our joint engagement will be highly collaborative with Creative consultants simplying your journey from the outset. When it comes to your IT infrastructure you're the experts. Let us help you prove it.

We believe monitoring isn't just there to tell you something's broken – it should also warn you when something's about to break. By utilising the full features and capabilities of monitoring that often get overlooked, we can provide that deeper level of insight, freeing you from disruptive out-of-hours calls and completing laborious root cause analysis and reason for outage reports.

## Introducing powerful capabilities

With our fully managed monitoring service you can:

- Automate reports using templates detailing availability of applications, services and devices

- Set up alerts flagging potential audit issues, such as firmware inconsistencies

- Build scheduled configuration backups for routers, switches and firewalls, for example

- Make changes and refresh IT assets knowing they'll automatically be covered

# WHY CREATIVE?

Our ratio of technicians to office staff is 4:1, significantly above our peers. Each specialist holds the very highest qualifications in their field. When it comes to looking after your infrastructure, they're ideally placed to help plug skills gaps and join-up the dots. We also strongly adhere to best practice and are one of the only companies that approach monitoring from the business service perspective – rather than the individual component level.

That's one of the reasons why Creative is a trusted partner for some of the world's biggest brands, it's also why we have one of the highest customer retention rates in the industry.

Here are some clients, among many, who have entrusted us with monitoring their critical IT infrastructure:

TILNEY          SHEPPARD ROBSON          WilkinsonEyre

# BENEFITS INCLUDE:

**Creative's Monitoring-as-a-Service:**

Lowers the chance of IT outages and downtime

Reduces false positive alerts, one of the biggest time-wasters for IT Ops staff

Creates savings from staff productivity and support costs

Releases internal resources for more strategic work

Improves IT inventory and capacity planning data

Assists prioritisation of IT planning and investment decisions

Increases IT visibility and insight into risks, such as equipment at end of life or outside warranty and support

Offers simple add-ons, including incident response and triage support from our 24/7 highly-skilled operations bridge

# DISCOVER HOW

To arrange a free, no-strings consultation or a trial of Monitoring-as-a-Service, please contact **enquiries@creative-itc.com.**