

SHARP

Optimised Remote Monitoring and Management



Optimised
Monitoring
& Management

PRE-EMPTIVE CORRECTIVE
ACTION FOR MAXIMUM
UPTIME

You rely on your IT equipment all day, every day
/This is Why we make sure it won't let you down

When technology fails work stops /This is Why we keep an eye on it for you

Sharp's Optimised Monitoring and Management service brings enterprise-class IT support firmly within reach of smaller organisations with limited budgets. Here's why.

The fact is, even the most reliable technology fails sometimes. And the moment it does, everything stops. But what if you could have an IT environment which not only predicts when something is about to go wrong but automatically reports the fault to a team of highly qualified technicians?

And what if those technicians could correct the fault before you even realised it had happened? That's precisely what Sharp's Optimised Monitoring and Management service does.

READY FOR CORRECTIVE ACTION



WORKING IN THE BACKGROUND, SO YOU REMAIN PRODUCTIVE



Fault prevention and resolution

Used daily by organisations just like yours, our Optimised Monitoring and Management service protects your team from unexpected IT failures by continually monitoring your network and hunting down anomalies. As soon as an issue is uncovered, one of our 600 technicians will be tasked with taking immediate corrective action.

Software conflicts, driver issues, viruses, configuration errors, and more, can all be fixed quickly and cleanly. It's like having your own IT department on call 24/7.

How it works

For a modest monthly payment, we'll install powerful monitoring software and a suite of tools to track every important performance factor of your network, reporting it to our operations centre. If something starts to go wrong – if performance dips below anticipated levels – it's flagged for immediate intervention.

If we can't fix the problem immediately (and we usually can) we'll draw on our knowledge of thousands of similar networks to find a timely and reliable solution.

You control how long you use the service and you can extend or add to it any time you want to.

COST-EFFECTIVE IT MANAGEMENT



Information technology supports your entire business **/This is Why** our business supports all of your information

Sharp's Optimised Monitoring and Management service removes the concerns and frustration of IT support and administration environment. What's more, we solve issues before they become 'problems' and fix problems long before they impact productivity.

It's the smart way to support your business with the tools and technical expertise typically enjoyed by large enterprises with their own in-house IT resources. Here's how we help:

OPTIMISED IT SYSTEM PERFORMANCE



KEEPING YOUR IT PROCESSES HEALTHY



Server Monitoring and Care

- 24/7 monitoring and analyses of your server activity.
- System performance analysis and troubleshooting.
- Automatic updating of whitelisted patches, service packs and anti-virus definitions.
- Prompt intervention and remedial action when faults are discovered.

Desktop Monitoring and Care

- Preventative maintenance service for desktops 24/7.
- Systematic monitoring of common problems experienced by desktop users.
- Background software and security updates for uninterrupted productivity.
- Anti-virus and anti-malware software included.

Network and Security Assessments

- Regular network health checks to maintain performance and reliability.
- Detailed reports on IT system status and potential problems or threats.

Together, these all-important services will transform your IT systems from a necessary overhead into an always-available platform that drives maximum productivity and growth.

About Sharp's Optimised IT Solutions

Our Optimised IT Solutions include a full spectrum of pay-as-you-go and contracted services, including:

- Monitoring & Management
- Hardware Maintenance
- Data Protection
- Helpdesk
- Professional Services.

Welcome to Sharp

Sharp has been manufacturing fast, reliable printers and MFPs - and devising new, more productive ways of managing documents - for decades. Many have won awards from respected independent research establishments. All have delivered class-leading performance, often transforming productivity in the workplace.

Sharp is a truly global company with local representation in all major countries. And our expertise now extends far beyond the realm of office printing. Today we address the needs of the whole enterprise, with innovations in professional displays, solar cells, LED lighting and IT services, to name just a few.

SHARP

Inspiring ideas from technology

www.Sharpbusiness.com

Notes

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