

# Systems Management



## Expert help required to support your IT systems.

Supporting the IT infrastructure is not your primary business function, though it may seem like it sometimes when you add up the time and expense involved. Yet IT is central to the success of your operations. What's more it requires specialist, expert, often 24/7, management. For smaller businesses, investing in the time and staff to have such a facility in-house is just not a realistic option. Yet a poorly managed system can have major consequences. The issues:

- **Not Your Core Business:** Need to devote your time to doing what you do best - developing your business.
- **Lack of Skills:** Unable to manage the overhead of monitoring current patch levels and ensuring they are tested and safely applied to all systems. Limited skills and resources to maintain and update user access requirements.
- **Potential Risks:** Due to: lack of standards, no current backup or data retention policy, no skills to ensure backups are sufficient or continuing to provide necessary data security, no standard policies in place for patching. All of which can jeopardise your reputation.
- **Lack of Secure Locations:** Need multiple secure locations with fireproof storage for tape retention but may not have the space or resources to do so.

### Impact of failure to Act

Accept the status quo and your business will suffer from:

- **Poor productivity** – As your valuable resources are tied up doing mundane repetitive tasks. Your team and systems are unavailable to do meaningful work which will affect the business in the longer term.
- **Loss of revenue** – Due to the high cost of supporting the infrastructure using insufficient internal resources. But also, because at critical times, you're unable to access vital information or services that underpin your operations.
- **Irreparable damage** – Should your systems crash, you won't have the capability to recover. This leads to user and customer dissatisfaction; the perception of your company will suffer, externally and internally.
- **Security risks** - System and data security is compromised.

## Business Requirement

What you need is a resource that can take care of every aspect of your IT infrastructure, providing you with an efficient, productive and secure system you can count on. And all without having to invest in expensive extra staff and facilities. There is only one solution – enlisting the services of experts who can address the four key elements:

- Maintaining the availability of your IT infrastructure and releasing resources to maximise the benefits for your business.
- Providing ready access to a comprehensive range of IT skills to manage the infrastructure, no matter what size your business may be.
- Deploying industry standard policies and best practice to ensure systems availability and reliability at all times. This means: maintaining systems software patch and service pack levels anti-virus updates and delivering a systems administration function for users at authentication and application level.
- Maintaining systems backups and providing a secure environment for tape storage.

## The Northgate Systems Management Solution

Northgate delivers a specialist, professional and highly flexible service tailored to your needs.

- Service can be offered on-site, remotely or hosted in Northgate's Data Centres. It all depends on your space, your needs and your preferences.
- Our team are all highly skilled specialists in many areas of competency who can be dedicated to your business as named primary systems managers, or made available when required to maintain the infrastructure.
- We take a proactive approach to monitoring your systems and network using a selection of powerful tools to provide alerts, scripted fix on alert and reporting information for trend and capacity analysis. Services also include: automated download of available patches and anti virus updates and our systems administration to ensure ongoing user access at agreed security levels.

- We provide onsite and offsite tape storage in fireproof secure environments and ensure backup rotation to agreed schedules.

## Benefits of the Northgate Systems Management Solution

It makes business sense to concentrate your resources where they can maximise the potential of your organisation. By handing over your systems management tasks (and associated headaches) to a trusted, expert specialist, you and your staff are freed up to focus your own areas of expertise - your business! And there are further important advantages:

- Reduced cost of ownership because your system is operating efficiently and without expensive problems or downtime.
- Prompt access to a wide array of skilled resource when you need them, without the overheads. Northgate guarantees the availability of our support resource.
- Greater efficiency and reliability due to proactive monitoring of your systems. We can also provide systems performance statistics and availability reporting, so you can see exactly how you're doing.
- Peace of mind because your data and reputation is protected due to secure data retention and a safe hosted environment.

## Testimonial

"The booking of Driver and Vehicle tests in Northern Ireland depends on the availability of systems hosted by Northgate. The health and well being of these systems can not be left to chance. Northgate not only monitor the health and status of systems from a hardware and operating system perspective but also monitor the performance of the application, and use this information to review trends in performance and isolate problematic systems or software. Northgate's dedicated team ensure systems are secure and backed up, available for public, Call centre and test centre access to appointments and appointment booking through continual monitoring and management of the systems, applications and back office services such as Anti Virus, security and backups".  
**Sandra Grieve, Contracts Manager, DVA.**



[www.northgate-is.com/managedservices](http://www.northgate-is.com/managedservices)  
e. [info@northgate-is.com](mailto:info@northgate-is.com)

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