# BUSINESS I.T. SUPPORT

## Grow your business without outgrowing your I.T. infrastructure

Gemini I.T.don't just offer a break/fix solution like many of our competitors. We provide a fully managed I.T.support service with 24/7 monitoring to ensure we stay on top of any potential problems and allow you to grow your business without outgrowing your I.T.infrastructure.

We will analyse all your existing I.T.costs and provide you with a comprehensive report on how you can take advantage of the latest technology to improve productivity and customer service whilst reducing your expenditure.

## We worry about your I.T. systems ... so you don't have to

Our advanced monitoring systems will monitor your network 24 hours a day, 7 days a week. Proactively alerting our helpdesk to potential problems before they occur, increasing your uptime and staff productivity.

## How our advanced I.T. monitoring systems work

We install our Advanced Monitoring Agent onto your server, which monitors the server without impacting on performance. If any potential issues are encountered, the software automatically logs a support ticket on our helpdesk which is picked up and investigated by our support staff.

## We'll monitor your I.T. systems for:

- Critical Security Patches
- Backups
- RAID Array/ Hard Disk Health
- Anti Virus Definitions
- Server Hard Disk Usage
- Windows Server Service Stoppages
- Memory Usage
- CPU Usage
- 3rd Party Patches (such as Java or Flash)
- Pending Reboots and much more

A probe can then be sent out to find other IP enabled devices on your network, such as workstations, printers, scanners, routers and switches to allow remote monitoring of these devices, enabling us to keep all aspects of your network running smoothly.

This data can then used to provide detailed monthly reports, so that your business can plan and budget for future I.T.requirements.

## I.T. support contracts

As well as our proactive support, a support contract also gives you unlimited access to our support engineers via phone or email during business hours who can assist you via our remote support platform or an on-site visit.

## Remote I.T. support

Download the ISL Remote Support Client using the link in the downloads section below, if requested by the support team

gemini