



ASSURE MONITOR





KEY BUSINESS BENEFITS

- **Mitigate Risk**
Monitor usage and trends to identify and resolve potential issues before they occur
- **Minimise Downtime**
Enhanced infrastructure availability through pro-active monitoring services
- **Improve Productivity**
Eliminate manual healthchecks to free valuable IT resource to concentrate on core activity
- **Gain Insight**
Intelligent performance reporting to identify over/under capacity and gain control over planning and budgeting
- **Optimise Performance**
Deliver an infrastructure that supports productivity and a great user experience



INFRASTRUCTURE MONITORING

Your IT infrastructure is the vital system that keeps your applications running and your business both operational and profitable. Maintaining the health of this system is essential; if the underlying infrastructure fails, so do your business critical applications.

PREVENTION IS BETTER THAN CURE

Business realised some time ago that a reactive approach to IT delivery is not a sustainable strategy. As IT has become an essential component of business continuity, it has become necessary to adopt a pro-active approach to systems monitoring and maintenance.

Pro-active monitoring and analysis of your systems provides information on the essential components of network performance, availability and capacity. Stay one step ahead with real-time, actionable intelligence that enables you to diagnose and address issues before they impact on your business.

If an issue arises, the first symptoms will often impact on network performance. If a failure is imminent, the lack of an early warning system could lead to costly downtime, impacting both the user and customer experience.

AN INTELLIGENT APPROACH

Access to accurate, up-to-date management information allows you to shape future IT strategies. This intelligence-led approach allows you to make informed decisions about future capacity, staffing levels, products and services.

Agile organisations adopt a lifecycle approach to systems development; including systems design, implementation, integration, management and optimisation. However, if the benefits of this approach are to be fully realised, metrics need to be in place to measure performance against key objectives.

IT departments are tasked with more than simply “keeping the lights on”. They are expected to deliver high availability, usability and cost efficiency. Monitoring strategies support performance optimisation by identifying potential capacity bottlenecks or surplus capacity and help build a business case for systems and service improvements.

Monitoring tools can be used to automate run-rate processes and common tasks. Using rules-based, automated monitoring reduces the time taken to create reports and eliminates the risk of human error. Time can then be spent analysing performance reports and taking action to optimise performance and service availability.

Proactive monitoring also helps eliminate unnecessary third party costs, such as reactive maintenance and premium, out of office hours call outs.



MONITORING SOLUTIONS FROM ONI

ONI offers a range of powerful, easy-to-use IT monitoring solutions that provide unparalleled levels of insight into your network infrastructure. Systems performance is continuously monitored via an intuitive dashboard; where network issues can be detected, isolated and addressed. Providing end-to-end visibility of your network and helping you to optimise your systems' performance.

As a part of our pre-sales consultancy, we conduct a detailed audit of your existing infrastructure to determine the scale of your estate and will recommend the solution that is the best fit.

AssureMonitor

Designed for clients who have a monitored estate with less than 100 elements – an element is classified as a single systems entity, eg: a router plus interface and storage volume is one element.

AssureMonitor is deployed on our Orion cloud platform. It provides around the clock monitoring of all events that affect the core network, highlighting potential service impacting events. Monitoring reports are emailed to customers so they can regularly review the status of their estate.

AssureMonitor 100

Designed for larger organisations where the monitored estate exceeds 100 elements. AssureMonitor 100 provides a greater level of management control. Deployment is via a dedicated server instance, hosted on our enterprise Nimbus cloud platform.

Each client is provided with access to a dedicated monitoring portal, offering a single-pane view of their infrastructure. Insights include:

- Real-time, accurate inventory of all managed assets
- Fully customisable maps, detailing physical locations of client sites
- Web-browser views, supporting management on the move
- Availability/performance traffic light system

EVENT MONITORING

Threshold monitoring sets performance levels for individual devices within your estate. If breached, an alert is triggered, notifying you before an issue becomes service affecting. This has the added benefit of improving overall levels of device availability.

Alerts and event notifications are delivered instantly to the ONI Technical Assistance Centre (TAC), where our Network Engineers assess and address issues. Event examples include:

- Device Status
- Device availability
- Interface utilisation
- Disk usage
- Memory usage

Our Network Performance Monitoring (NPM) tool contains an advanced alert engine that correlates individual events with route cause analysis to identify the precise nature of any fault. Automatic removal of false negative reports means that the Mean Time to Repair (MTTR) is significantly reduced.

MANAGEMENT REPORTING

Assure Standard Reporting

As a part of our standard reporting package, detailed reports are delivered on a scheduled day of every month to a nominated client contact. Reports detail device availability and include a comparison to the previous month's performance.

Assure Plus Reporting

A popular choice with our clients. Assure Plus adds the provision of detailed quarterly management reports to our standard package. Quarterly reports include:

- Device availability
- Interface availability
- Platform availability
- Resource capacity and utility

Assure Premium Reporting

For those clients who require more regular updates, Assure Premium provides the same standard of reporting as Assure Plus but delivered on a monthly basis.



WHY ONI?

Established in 1992, ONI plc is a leading provider of IT solutions and services to both public sector and commercial markets. Privately owned, we offer a comprehensive range of on-site, cloud and hybrid technology solutions.

We have worked hard to establish ourselves as a centre of excellence for digital transformation, but we're not resting on our laurels. We have ambitious plans for even further growth over the coming years, which will see us increasing both our capacity and range of services. Keen adopters of new technologies, we are proud of our reputation as innovators.

Our expertise already spans core network infrastructure, unified communications and collaboration, contact centre solutions, data centre services, connectivity and cybersecurity.

ONI cloud services are delivered from our own Tier 3+ Data Centre, located in the South East of England, and include infrastructure, disaster recovery, UC, collaboration and contact centre solutions as-a-service.

ONI is committed to providing our customers with the availability, performance and agility required to transform their business. It's what we call Business Assured and comprises three core pledges.

100% UPTIME GUARANTEED

Most service providers promise four 9's or even five 9's in terms of availability, but 99.99% uptime still means you are without service for 52min 35s every year. When dealing with business-critical applications, we don't think you should compromise on availability. If you pay 100% of your fees, you should get 100% availability.

Our commitment to 100% uptime underpins our data centre and managed service portfolio; providing our customers with peace of mind that they will always have access to their data and applications.

ON-PREMISES OR CLOUD AGNOSTIC

For many organisations, the future of IT lies in a hybrid converged infrastructure that features elements of on-premises, colocation and cloud-based products and services. But getting agnostic advice on the best place to deploy each application can be difficult.

Cloud service providers naturally will only ever promote as-a-service propositions. Likewise, legacy systems integrators will have experience of on-premises hardware but not the skills necessary to transition services successfully to the cloud. In contrast, ONI offers the best of both worlds.

By combining legacy on-premises solutions with our Data Centre services, our customers benefit from transformative digital solutions, deployed where they add most value. Our agnostic approach to deployment helps organisations to gain a competitive advantage by reducing costs and delivering leaner, less complex IT solutions.

PREDICTABLE AND TRANSPARENT COSTS

Cloud services from ONI are provided from a single orchestration platform; one that offers a simplified product range and an all-inclusive price, based on customer usage. There is no need for specialist procurement knowledge to understand a complex product offering or EA pricing structure, let alone fluctuating exchange rates, making it easy to stay in control and avoid unexpected spiralling costs.

ONI Assure Managed Services provide unmatched details about the status of IT infrastructure devices; enabling IT professionals to make better informed investment decisions about life-cycle management and avoid unnecessary costs. Improved visibility of contract renewals, or when devices reach end-of-life and end-of-support, makes budgeting more accurate and more predictable.





AVAILABLE FROM ONI:

- Managed Services & Support
- Hosting & Colocation
- Networking & Connectivity
- Back-Up & Disaster Recovery
- Cybersecurity Solutions
- Contact Centre Solutions
- Mobility & Collaboration
- Unified Communications



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Established in 1992, ONI plc is a leading provider of IT services and solutions. We deliver a unique blend of on-site, hybrid and Cloud computing systems, from our Tier 3+ UK data centres. Our workforce holds over 400 accreditations from vendors such as Cisco, VMware, NetApp, Veeam, Gamma, BT and Microsoft.