



**INNOVATIVE**  
TECHNOLOGY SOLUTIONS



Take the stress out of keeping your IT at peak performance.

It's a fact that, left unmonitored, IT networks and computing devices will inevitably fail. The best line of defense any IT organization can have against unscheduled downtime is world-class, 24/7 monitoring and management.

Yet ITS' System Performance Management (SPM) is far more than an alerting service. Our approach is to align with your most important business initiatives to improve organizational productivity, ensure full network capacity, extend useful asset life, and optimize IT performance.

Using a proven combination of technologies, processes, and highly trained professionals, our SPM services continuously review not only network health, but also device availability, security patches, hardware warranties and the tracking of software inventory. We ensure your infrastructure is online, up to date, within operating parameters, and following industry best practices. With ITS at work, you can rest easy and focus on your strategic business needs.

## System Performance Management

### HOLISTIC APPROACH

ITS' System Performance Management looks at your IT infrastructure as an interrelated ecosystem. We measure performance in terms of business objectives, according to priorities that you establish. Our offerings include:

- **24/7 Monitoring and Alerting:** Using highly advanced tools, we follow networks and Windows services, operating systems, applications, and hardware including device availability.
- **Near Real-Time Inventories:** Data collection of networked equipment occurs at pre-determined intervals as often as every 30 seconds.
- **Asset Inventories/Warranty Tracking:** We catalog make/model/serial number and monitor all warranties, including installed software.
- **Software Patches and Updates:** Scheduled and ad hoc operations using Windows System Update Server.