



## Service Operations Centre

We'll continuously monitor your operations, so you can focus on running your processes



Your IT and OT systems are at the heart of your business and having made a substantial investment in your operations, you need to be confident that they continue to run efficiently.

Our proactive solution helps identify problems before they escalate and become business affecting, preventing costly downtime and disruption.

### Our Service Offering

Through our Service Operations Centre, we will constantly monitor your critical IT and OT systems and equipment and respond accordingly based on a tiered service offering.

Our remote monitoring will detect issues whenever they occur, alerting our help desk and enabling us to respond in the most appropriate way, in many cases before you are aware of a problem.

# Active Monitoring

Our active monitoring service is the foundation of our service operations centre and incorporates a comprehensive range of continuous monitoring services including:-

- IT infrastructure
  - Physical and virtual servers
    - CPU usage, disk space, memory usage, power supply status
    - Critical applications and services
    - Log files and unusual activity
  - Network switches
    - Port status, traffic throughput
- OT infrastructure
  - PLCs and HMIs
  - SCADA servers and clients
- Physical assets
  - UPSs
  - Backup generators
  - Air conditioning systems
  - Environmental systems

In the event of an issue, our Active Monitoring system will trigger a notification via email and/or SMS and for customers with an active Support and Maintenance agreement, a case will automatically be created in our case management system to be actioned immediately according to your SLA.

# Incident Management

The incident management service offers total peace of mind, with Astec technical specialists taking ownership of any issues and working to provide an immediate fix or workaround. This ensures your operations are up and running as quickly as possible, minimising the duration of the incident and associated disruption. We will then work with you to identify the root cause of the issue and determine the most appropriate long-term resolution.

# Benefits of the Service Operations Centre

- 24/7 continuous monitoring of critical assets
- Automated alert system via email and/or SMS
- Analyse and manage energy consumption
- Diagnosis of issues by technical specialists
- Off-site system remediation

For more information please contact:-

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