

Serac Solution Brief



NETWORK SERVICES

For the implementation and management of your networks

Managing information networks is a complex and meticulous task. Failures and emergencies can inflict serious damage on your business, and the risk has to be minimized. Management is therefore a task for specialists, and standardization can bring about considerable cost savings. Serac develops technical infrastructures, configures and implements systems, defines, designs, implements and manages e-business solutions... In other words Serac makes your network ready for the future!

Serac supplies ready-to-use network solutions, including software and network integration, tailored to your needs, with considerable attention to continuity and quality. PCs, PC servers, Microsoft Windows 2000, Linux or Unix, network solutions and implementations - for these and more, Serac is your network partner. Serac is an IBM System Centre Dealer for PC products and X Series Servers and an authorized business partner for IBM P Series systems. Serac also maintains and supports networks.

Application Service Providing and Internet

Now that Internet is here, communication options have broadened considerably. But so has the complexity of managing them. Therefore, companies are increasingly often turning to outsourcing. Serac has built up an excellent reputation as an Application Service Provider. Whether or not you are a user of our ASP services, the management of your local network is in good hands with Serac.

Management services

Serac provides every form of management for your local systems with Remote Management, Remote Monitoring, On-Site Services and Emergency Support. With Remote Warning, Serac records the performance and availability of your system, and warns of any errors.

With Remote Management, Serac performs the daily management activities. With On-Site Services Serac provides all non-remote service, such as installing and troubleshooting. With Emergency Support, Serac's specialists provide rapid solutions or fallback facilities in the event of serious failures.

Remote Management

Serac's Remote Management Services comprise the following activities:

- user management;
- authorization structure;
- backup check;
- print management;
- installation of Server Software (including virus detection software and/or updates);
- preventive maintenance;
- fine-tuning your system;
- problem and incident management;
- monthly reporting by accessing statistics published on a website at Serac.

On-Site Services

On-Site Services consist of the following activities:

- maintenance / troubleshooting that cannot be performed remotely;
- the installation of new hardware, such as workstations/printers and other peripheral equipment;
- preventive maintenance that can be performed only on site.

To keep the costs of On-Site Services as low as possible for your organization, Serac will develop a standardized software environment for the workstations and for your business.

Remote Monitoring

For Remote Monitoring, Software Agents are installed on the servers in your organization to measure the operation and report to Serac on line.

The system measures the following items:

- system performance;
- disk capacity and expansion;
- network load / error messages;
- system messages / alerts.

And upper or lower limit, or both, can be set for each activity. When a limit is violated, the system generates a pre-alert to allow Serac to respond proactively.

The data from these Agents are analysed each month and expressed in statistics. Recommendations are also reported on a monthly basis.

Emergency Support

Serac is able to support your organization in the event of failures that seriously disrupt your business (e.g. a defective server or router).

Under normal circumstances, support of this kind is ad hoc, and may consist of calling and coordinating the various suppliers, possibly on the basis of a maintenance contract, to repair the hardware or software concerned as necessary.

In all cases, Serac will take responsibility for problem analysis in the event of an emergency.

Maintenance:

To guarantee the rapid restoration of system availability in the event of hardware failures, Serac advises its customers to enter into a maintenance contract.

If your organization has no contract, Serac would be pleased to mediate.

Fallback:

Serac will also be pleased to assist in fallback contracts, where the hardware used cannot be repaired and/or replaced within agreed times.