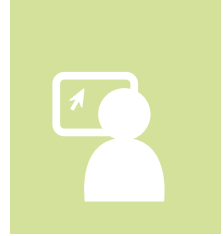




Good idea,
better IT.



Managed Services

Ondit aims to provide tailored solutions to assist you in overcoming the ever-increasing challenges IT departments face, ranging from basic monitoring to complete out-tasking and outsourcing. Thanks to our years of **expertise** in combination with our **dynamic** and **efficient** approach, Ondit offers a tailored solution for every client.

Advantages

- Detect defects quickly and accurately
- Respond to requests for assistance, reports of incidents and monitoring logs and alerts
- Increase available time and productivity of your system

Transferring your day-to-day related management responsibility as a strategic method for improved effective and efficient operations. Server, storage and network availability, website accessibility and e-mail connectivity are all vital parts of business operation and image. Unavailability of IT environments often leads to unavailability of complete business processes.

The Managed Services offer includes:

Monitoring

It is vital for your business to [detect defects quickly and accurately](#) before they lead to bigger failures. Ondit has developed a [monitoring appliance](#) to centrally monitor every device in your data center with an [industry-standard framework](#). The appliance is centrally configured and installed without disrupting your environment. Monitoring data is then continuously reported to a centrally administered monitoring system.

Reporting

The monitoring portal provides you with a live view of your system and equipment availability. The monitoring data can be put in a historical context, to gain a better view of the health of your environment and to detect hidden problems.

Dispatching of alerts

Detected errors are dispatched by e-mail, sms or voice call, depending on the type of contract. Monitoring alerts can be analyzed to ensure errors are corrected and systems are functioning.

Reactive Managed Service

This Reactive Managed Service is designed to respond to [requests for assistance](#) (by phone, e-mail or through our ticketing solution), [reports of incidents](#) from our monitoring platform or as a result of [viewing and analyzing monitoring logs and alerts](#).

Our Reactive Managed Services include:

- 24/7 standby services
- Single Point of Contact for hardware and software vendors
- Services on request

Incident analysis

Incident analysis is an examination of all available information related to an incident or event. The purpose of the analysis is to identify the scope of the incident, the extent of damage caused by the incident, the nature of the incident and available response strategies and workarounds.

Incident handling

Incident handling involves receiving, sorting in order of seriousness and responding to requests and reports and analyzing incidents and events.



Proactive Managed Service

Like in many aspects of life, the earlier a problem is addressed, the easier and less costly it is to fix. This principle also holds true for your IT infrastructure. Our proactive services will [keep your technology running smoothly](#) and minimize losses due to technical failure as well as [increasing available time and productivity of your system](#).

Our Proactive Managed Services encompass the full spectrum of IT processes and domains including storage, SANs, data management, networking, systems administration, configuration management, data centers and SAP BC environments.

Our Proactive Managed Services include:

- Periodic health-checks and audits
- Maintaining OS levels and patches
- Maintaining microcode and firmware levels
- Providing recommendations and best practice guidelines

Daily Management

We will allocate a team of [\(remote\) system administrators](#) to your company who will [monitor and effectively manage your site](#) from our premises, removing [all your IT issues](#) and allowing you to focus on your core business.

Our Daily Management Services include:

- Server management
- User / groups management
- Queue management
- OS management
- TSM/backup management
- Network management
- SAN checks/management
- (Remote) support during working hours
- Performing upgrade tasks
- Monitoring performance and resource utilizations

**Contact us if you want to
receive more information
about our services.**

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