



## **Service Catalogue**

Your secure data centric guardians

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## Network Operations Centre (NOC) - Monitoring

### 1 Introduction

Amicus ITS are secure data centric guardians. We follow the tough regulatory procedures of ISO20000, ISO27001 and ISO 9001, along with the process frameworks of PRINCE2 and ITIL\_v3 methodologies. As a leading provider of managed IT and cloud services, we specialise in delivering holistic solutions tailored for our customers in healthcare, public sectors, regulated markets and to blue chip corporates. Amongst our capabilities, we are specialists in design and build and maintaining services to align with boardroom strategies.

### 2 Objectives and Benefits

Amicus ITS enables the customer to focus their attention and resources on managing their core business. We proactively monitor their IT infrastructure from our central location, affording greater coordination and peace of mind, with no geographical boundaries to their infrastructure.

We offer a rapidly scalable and reliable monitoring service through a highly trained NOC Team who have support skills around an extensive range of technologies. Amicus ITS has many years of managed service experience using industry standard monitoring toolsets with a good depth and breadth and appreciation of how best to use them for the customer. We are well placed to advise the customer on best practice monitoring toolsets and threshold parameters, coupled with flexible notification options through phone / email.

The benefit for our customers is to work with a fully accredited partner who are experts in providing a fully available virtual 24x365 Network Operations Centre (NOC).

### 3 Service

Our proactive 24x365 monitoring service runs on a single integrated platform for the entire application ecosystem: end user, applications, underlying infrastructure components such as application servers, databases, big data stores, middleware and messaging components, web servers, web services, ERP packages, virtual systems, storage, networking and cloud resources. This helps in streamlining the operational workflow for an efficient ITSM.

We review alarms, filter for false alarms, escalate issues, customise monitoring thresholds, configuring notification and escalation policies to ensure all monitored systems are available, healthy and performing. Also, we check that desired functional levels and relevant people are informed when there is an issue. We provide you with reports to help you quickly visualise large data sets around monitoring.

### 4 Service Scope

NOC - MONITORING	Basic	Enhanced	Advanced
Real-time 24x365 agentless monitoring through software / hardware probes	✓	✓	✓
Up to 4 hr tailored SLAs	✓	✓	✓
Remediation of alarms based on an agreed-upon set of tasks and run lists	Optional	✓	✓

	Basic	Enhanced	Advanced
White label services	Optional	✓	✓
Availability and capacity reports	Optional	Optional	✓
Service Delivery Manager	Optional	Optional	✓
Configuration management services	Optional	Optional	✓
Patch management services	Optional	Optional	✓
Backup monitoring services	Optional	Optional	✓
Anti-virus / anti-malware monitoring services	Optional	Optional	✓

## 5 How We Provide This Service

- This service is provided by the NOC Team with optional services from the Service Desk, Change and Configuration Management team, and Service Delivery Managers.
- The NOC Team maintains the interaction with the customer throughout the service lifecycle unless the Customer has availed Service Desk services / SDM Services
- This service is delivered through either a physical or virtual probe, the cost of which would be included under the service pricing.

## 6 Service Reporting

The standard monthly reports include:

- Performance Report against SLA
- Availability Reports
- Capacity Reports

## 7 Service Pricing

The service is based on a per device basis, subject to the type of device with optional additional services available and priced subject to their respective metrics.