

Essential Support Services

“SYS-Watch”



Your servers are at the core of your IT infrastructure and as such downtime can result in costly outages to the business.

The Datel Advansys SYS-Watch service provides you with the necessary support services to ensure that core functions are maintained in good working order and should you need assistance, a team of technical specialists is available to assist in diagnosing and fixing errors quickly.

The service is primarily designed for companies with dedicated IT systems, running applications directly on physical servers.

The service includes:

- Access to UK based helpdesk during office hours
- Experienced and knowledgeable team of IT professionals
- Key daily system checks including backup, disk space and hardware checks ⁽¹⁾
- Priority incident handling
- Operating System security patching ⁽²⁾
- Hardware and operating system diagnosis fix or escalation
- Unlimited remote IT support and service through to reinstatement of services
- Dedicated account management for advice and guidance on future strategy.
- Annual health check
- Management of 3rd party contracts including renewals

An additional TCU service provides support for other non-server related services, and is a convenient way to gain advice and guidance, from our technical teams, on other IT components of your infrastructure without the need for specific contracts.

(1) For supported platform

(2) Windows should be set for auto-updates on a monthly basis