

WATCH AGREEMENTS

Should we take up a WATCH agreement?

Advantages:-

- Proactive solution rather than being re-active – this, in turn, will reduce downtime and ensure the most availability possible – less time lost by staff, less inconvenience for clients and less cost to your business.
- Less “emergencies” for things to be repaired or fixed – better work environment for all
- Maximise the life of the server and workstations by identifying issues promptly
- Appropriate updates are installed at the right time making sure that your network is as secure as possible with less likelihood of crashes PLUS scheduling of these updates at a convenient time rather than having to apply due to urgent necessity.
- Being aware of future financial requirements for the network (eg knowing that drive space is running out, a hard drive is failing or the tape drive is starting to fail)
- Assist in the budgeting process by helping to fix costs (especially if on site time is taken up in the agreement)
- Ensure important tasks like backups are not only being completed but are being verified – we check that procedures are followed
- We monitor size of database and system & data space – this once again reduces downtime by predicting issues and avoiding them
- Priority service is always given to contract clients
- Remote Assistance and Support – reducing your costs AND giving you the best service.

In summary:

- Reduced fixed cost for the maintenance of your network.
- Reduced downtime for your network and your data
- Better security for your information
- Peace of mind that you have the best possible solution as cost effectively as possible.