



# Server Monitoring



## What is Server Monitoring?

Your servers are critical to your business. So a fast response to the failure of any services or hardware on the server is paramount. Reflective Server Monitoring actively checks your servers and the services running on them to see if there are any problems. If a problem is encountered emails are instantly sent to both our engineers and your key IT staff.

## Remote vs Onsite Server Monitoring

Remote server monitoring is where the Reflective IT central server checks your internet visible services, such as SMTP, every few minutes to check that they are both running and performing at an acceptable level.

Onsite server monitoring can check your servers in much more detail, giving warnings about low disk space availability, processor and memory usage and other critical criteria. Onsite server monitoring is usually setup by installing the server monitoring software on one of your servers, from which that server and all other servers within your network are checked.

	Remote Monitoring	Onsite Monitoring
Ping	■	■
SMTP Availability	■	■
FTP Availability	■	■
POP3 Availability	■	■
Website Availability	■	■
Website Performance	■	■
Domain Name Resolution	■	■
Outlook Web Access	■	■
Free Disk Space		■
Processor Usage		■
Memory Usage		■
Exchange Server Availability		■

## What Is The Response Time To Reported Outages?

Reflective Server Monitoring is a service in addition to your normal support contract with Reflective IT Solutions. The response time and associated costs are the same as those set out in your contract. Whilst server monitoring doesn't guarantee faster response times to reported outages or problems, it does mean that the problem is reported faster, and therefore work is started sooner on the problem. Overall this means that problems are fixed quicker than if you didn't have server monitoring.

To avoid erroneous alerts, an alert is only sent after three consecutive failed checks. Each check is performed once every three minutes, so this means that we will be aware of any outage within approximately nine minutes. All our engineers carry a Blackberry, and so alerts are received immediately.

## Will It Impact Server Performance?

Each check only occurs once every three minutes, and causes no appreciable additional strain on your server or internet connectivity.

## Costs

A Server Monitoring contract lasts for 12 months, payable through an up front annual subscription. If within the first three months you decide that you no longer wish to continue using the service, it can be cancelled and the monthly or annual fees refunded. The setup fee is a non-refundable one off charge.

Remote Server Monitoring Setup Fee	£20
Remote Server Monitoring 12 Month Subscription	£300
Onsite Server Monitoring Setup Fee	£150
Onsite Server Monitoring 12 Month Subscription	£800

*All prices are exclusive of VAT*

## How to Buy

If you would like to discuss server monitoring for your company further, or wish to take out a server monitoring subscription, please contact your Reflective IT Solutions account manager.