



REMOTE IT INFRASTRUCTURE MANAGEMENT SERVICES

ALWAYS
ALERT





WE ARE ALERT

As a seasoned player in Remote Infrastructure Management services, we truly understand the vulnerability of compute Infrastructure down-time and what it will cost your business. We strive to be vigilant, supportive and aim to come out with quick and cost effective solutions in managing your server and database on cloud 'Always Alert' is not a just a base-line, it's the commitment that we make to every client.





ABOUT US

Net Access India Limited, head quartered in Chennai, India, brings you Remote Infrastructure Management services in association with CUMI Europe.

- Our services are designed to address requirement of enterprise customers for both on premise dedicated and cloud model servers
- We aim to provide higher availability, increased performance, and enhanced utilization of your server, Network and storage resources.
- We also assist you in capacity Management and improved utilization

SME Focus

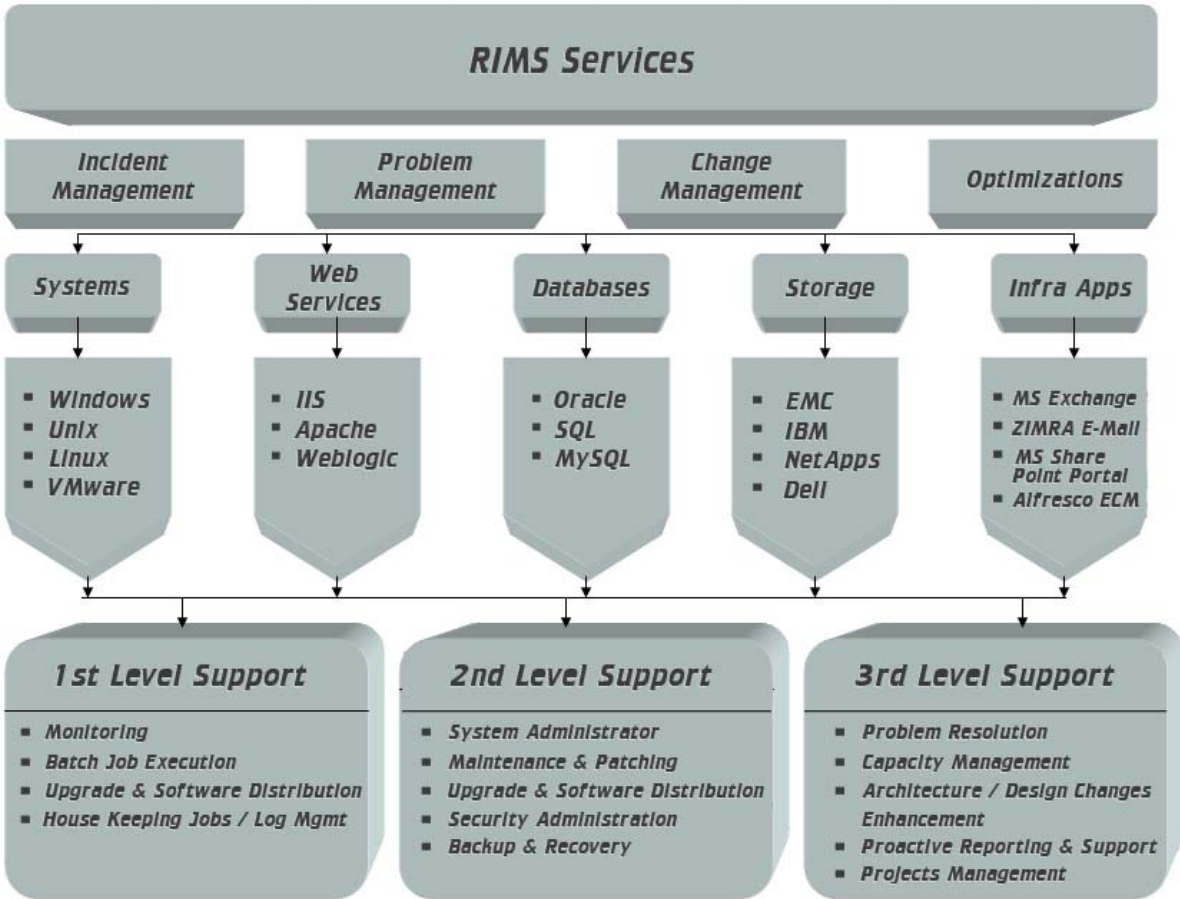
We have over a decade of experience in SME Sector , we understand the limitations and challenges of an SME customers who is operating without a full IT team hence takes the extra ownership of handling all aspects of making the services running without any problems.





SERVICES

Certified Net Access engineers perform the following tasks on your computer infrastructure to keep your server healthy and trouble free.





REMOTE SERVER MANAGEMENT

- Monitor and tune critical server parameters.
- Review all log files for any critical error and trigger alerts.
- Performance Management including the Traffic Analysis.
- Capacity analysis and forecasting
- OS hardening
- Patch Management
- Troubleshooting and problem resolution for all trouble tickets allocated

Database server and the data base require regular monitoring and maintenance to provide un interrupted application availability for users. Net Access provide remote database administration services through its state of the art Network Operational Centre from Chennai with their certified engineers.

Almost all applications use a RDBMS to provide reliable solution to the business, we provide remote database administration on Microsoft SQL and Oracle database servers.



DATABASE ADMINISTRATION SERVICES

Services offered

- Monitor the status of servers
- Monitor Application, server and agent logs.
- Monitor the critical parameters of the server including the Disk space on drives
- Configure alerts for important errors that are not configured for alert notification
- Check for performance and error alert messages
- Monitor job status, particularly jobs that back up databases.
- Review the output from jobs history
- Back up databases and logs.
- Generate SQL Report
- Check the maintenance plan reports and history to determine the status of maintenance plan operations.
- Re indexing and update statistics of all / major tables as per the best practices
- Run database integrity Checks
- Performance management
- Manage logins and server roles
- Review alerts, jobs, and operator configurations.
- Replication monitoring and support if applicable.
- Performance fine tuning on database.
- Provide inputs to application team for performance improvement.
- Backup the SQL server register data
- Update emergency repair disk
- Trouble shooting and problem management

ONSITE SUPPORT

More than 99% of the problems will be resolved on remote, however only in case of complex hardware problems and connectivity issues we would require assistance for providing tape, CD, DVDs. The guidance will be provided through phone to the support hand at the other side.





CREDENTIALS

- Currently managing 200plus Microsoft Windows servers with more than 10000 users in Active Directory and MS Exchange.
- Managing more than 100 databases for critical business applications.
- An ISO 9001:2015 certified company
- Equipped with Certified resources from Microsoft, Cisco, Redhat, Citrix, VM Ware and Net APP etc.

Clients

- Leading Manufacturing Company, Headquartered in Chennai with a Global presence
- A Leading Partner for Modern International Tooling and Solutions, Headquartered in South Korea with PAN India presence.
- World-Class Automotive and Wholesale Distributor, Canada
- Leading-edge Solutions Provider for Major Organizations Worldwide, India
- For a Medium sized IT Service Provider in Netherlands.



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