



Editure Cloud Management Service “increasing your business application availability”

For clients that struggle with the challenge to Monitor and Maintain their Cloud networks as a going concern. **Editure NMS** is a Managed Service that will provide First Level problem determination.

Editure NMS is today's premier Cloud network monitoring service. Through the integrated monitoring, Editure NMS enables our technical resources to manage the status and health of your infrastructure through a single, secure, Web-based console.

The **Editure NMS** is a purpose built Cloud network Alerting, Alarming and monitoring appliance provisioned as a managed service. The appliance is installed with Editure's Network Diagnostic code; and when combined with Editure's technical resources it presents an effective powerful management platform to ensure that network problems are notified in a timely manner.

How is the Service Charged?

Editure Cloud Management Service Agreement

The **Editure NMS** is offered as a 24 month agreement. The agreement includes the provision and maintenance of the Hardware and Application Tools as a complete appliance package. It includes the provisioning and installation of all code upgrades, code licenses and hardware support costs.

The level of service required is defined at this stage

- First Level Problem determination or
- Second Level Problem determination and
- Nodes to be monitored.

Network & Infrastructure Solutions



Facilities Management

A Facilities Management option is a comprehensive support agreement we offer to our clients.

Editure effectively takes full responsibility of our clients' technology and data communications needs, and delivers to the business their entire IT infrastructure requirements.

Key Benefits include:

- ◆ Resources that can be focused elsewhere
- ◆ Choice of facilities management options from full scope, pricing, and design to implementation
- ◆ Service standards driven by ITIL
- ◆ Choice to include Priority IT Service Desk

Remote Access Security Systems

Firewalls and security are increasingly important components of every organisation's IT infrastructure. Offering a range of remote access systems, including hardware and software, Editure Technology ensures the safety of our clients IT systems.

Key Benefits include:

- ◆ Proactive remote checking
- ◆ Status reporting from regular updating and problem reporting to data usage trends
- ◆ Visibility of systems usage and associated resource consumption.
- ◆ Assistance in forward IT and cost planning
- ◆ Forecast system and issue planning

Moving to the Cloud Consulting

Editure has the technical experts, business analysts and writers that can assist our clients with network consulting, systems integration, application engineering, disaster recovery planning and project management. Editure is able to provide a comprehensive solution tailored to meet your project needs.

General Cloud Consulting

Editure Technology can assist you in planning your ICT strategic, business and operational needs. Our consultants recommend strategies in support of your business objectives, enabling your organisation to benefit from emerging technologies and architectures.

Systems Integration

Every major technology implementation or refresh of your organisation's IT infrastructure involves 'risk'. Our systems integration consultants are available to help you through the entire technology lifecycle in order to best manage that 'risk'. We can assist you to determine your organisation's IT requirements, architecture required, implementation of the system, and plan for future systems growth. Our professionals are trained and certified by Microsoft, Novell, Red Hat, Citrix, IBM and Cisco.

Disaster Recovery Planning

Editure can provide a comprehensive review of existing procedures relating to emergency data recovery, and develop new initiatives to ensure that a business is still able to function to a defined minimum level in the event of major system failure.

The review is a comprehensive review of the specific nature of the business and business functions and how the non-availability of interruption of systems could affect the business and/or its clients. The result is a defined, proactive and tailored response to critical system interruptions and detailed plans of action.

Application Engineering

Editure cooperative and comprehensive approach to application projects accelerates application integration, minimises custom development and significantly reduces IT development and maintenance costs

Project Management

Project Management services range from implementation of large-scale projects to simple review of IT services. Our specialists are trained in PRINCE2 and can guide you with training, implementation and maintenance.

We have the expertise, proven methodologies, and tools to help you optimise IT resources, freeing up resources, aligning equipment purchases with performance requirements, reducing costs and improving long-term strategic planning.

Service Features and Benefits

BUSINESS BENEFITS

We can assist you:-

Wireless Integration

Network Solutions & Security

Data Centre Services

Audits

Network Management

Strategic Future Proofing

Decommissioning

Installations

Maintenance

Electronic Document Management

Procurement & Consulting Services

Desktop Services

National Help Desk

On-Site Services and much more . . .

Enhancing the Return on Investment

The **Editure** service offers :

Network problems or security issues will belong to the past when you use Editure Managed Information Services.

Editure offers you customised ICT support services, based on needs assessment performed by one of our professional services team members

The Editure "Preventative Maintenance Contract" gives you the advantage of additional savings and free services, over and above standard ad-hoc callout support.

Editure Service Agreement

The **Editure** is offered as a 24 month agreement. The agreement includes the provision and maintenance of any required Hardware and Application Tools as a complete appliance package. It may include the provisioning and installation of all code upgrades, code licenses and hardware support costs.

SERVICES AVAILABLE

Technical Support

Installation and Setup

Maintenance

Application Support

Hardware Support

Guaranteed Warranty

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