



# RealCare™

## ***Proactive Monitoring and Management of your Critical IT Assets!***

By being proactive, we can eliminate much of the emergency work which leads to downtime and surprise costs. We tailor the RealCare™ contract to fit your needs. Most customers bundle in a set number of service hours each month to resolve issues detected by the monitoring system and also to help with any and all issues you encounter that require our assistance. The cost per device is right around \$2 per day - not too much to pay to know that your network will be watched 24x7 and most problems will be resolved before anyone knows they existed!

With RealCare™, we proactively monitor critical functions on all of your systems and are alerted whenever anything isn't satisfactory. Here's a list of what we check:

- Disk Drive Space Check [ensures free space on hard drives doesn't get low enough to effect server operation]
- File Size Check [examines 1 or more files daily to make sure it/they don't grow beyond expected size]
- Critical Events Check [checks the Windows event logs for critical errors]
- Physical Disk Check [uses S.M.A.R.T. technology to verify disks are operating properly]
- Anti-Virus Update Check [insures anti-virus software is always up to date]
- Bandwidth Monitoring [keeps historical record of your internet connection's utilization]
- Windows Update Check [relays information from existing WSUS server reports indicating updates installed or needed]
- Backup Check [verifies whether or not your daily backups are successful]
- Exchange Server Store Size Check [monitors size of Information Store to prevent unnecessary downtime of Exchange]
- SNMP Device [monitors 1 SNMP-capable device using any applicable OIDs]
- Hacker Check [examines Windows Security log for failed login attempts]
- Daily/Weekly/Monthly Reports [all of the results listed above sent to you via email]

You'll also receive a daily/weekly/monthly report (your choice) indicating the status of each check in an easy to read report.



# Daily Report Example

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📁 Site: GR Office

📄 Device: [REDACTED] ( Apr-30-2010 06:00 AM )

- ✅ - 🚫 Anti-virus Update Check - Trend OfficeScan Conventional Scan - 137
  - ✅ - 📁 Backup Check - Microsoft NT Backup - 8019: Successful...
  - ✅ - 📁 Drive Space Change Check - drive C: - Total: 15.34GB, Free: 2.63GB, Change: -1%
  - ✅ - 📁 Drive Space Change Check - drive E: - Total: 138.05GB, Free: 88.38GB, Change: -1%
  - ✅ - 📁 Drive Space Change Check - drive G: - Total: 465.76GB, Free: 88.97GB, Change: 0%
  - ✅ - 📧 Exchange Store Size - First Storage Group\Mailbox Store [REDACTED] - Store size: 16.80GBytes
  - ✅ - 📧 Exchange Store Size - First Storage Group\Public Folder Store [REDACTED] - Store size: 24.00MBytes
  - ✅ - ⚠️ Hacker Check - 0 attempt(s)
  - ✅ - 📄 Physical Disk Health Check - More information
  - ✅ - 📄 Critical Events Check - System log - 2 event(s) found
  - ✅ - 📄 Critical Events Check - Application log - 3 event(s) found
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# Weekly Report Example

Site: GR Office

Device: [REDACTED] ( Apr-26-2010 06:00 AM )

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Backup Check - Microsoft NT Backup	✗	✗	✗	✗	✗	✗	✗
Anti-virus Update Check - Eset NOD32	✗	✓	✓	✓	✓	✓	✗
Drive Space Change Check - drive C:	✓	✓	✓	✓	✓	✓	✓
Drive Space Change Check - drive D:	✓	✓	✓	✓	✓	✓	✓
Exchange Store Size - First Storage Group\Mailbox Store ([REDACTED])	✓	✓	✓	✓	✓	✓	✓
Exchange Store Size - First Storage Group\Public Folder Store ([REDACTED])	✓	✓	✓	✓	✓	✓	✓
Hacker Check	✓	✓	✓	✓	✓	✓	✓
Physical Disk Health Check	✓	✓	✓	✓	✓	✓	✓
Critical Events Check - Application log	✓	✓	✓	✓	✓	✓	✓
Critical Events Check - System log	✓	✓	✓	✓	✓	✓	✓

April 2010 19 20 21 22 23 24 25 April 2010

Capacity: 25.00 GB

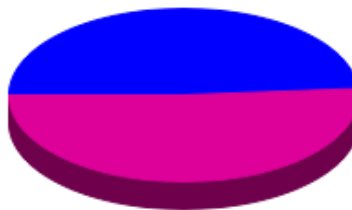
Capacity: 207.70 GB

Used space: 20.11 GB  
Free space: 4.89 GB

Used space: 101.40 GB  
Free space: 106.30 GB



Drive C:



Drive D:

For more information please get in touch:

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