

MONITORING SOLUTION FOR MANAGED SERVICE PROVIDERS (MSP)



Why choose ServicePilot?

- ✓ Quick installation
- ✓ Remote configuration
- ✓ Automatic discovery
- ✓ Threshold alerts
- ✓ Events based alerts
- ✓ Built-in dashboards
- ✓ Capacity Planning
- ✓ PDF Reports

All-in-one

- ✓ Simplified architecture
- ✓ Only one physical or virtual server
- ✓ Fast integration and configuration
- ✓ Trend analysis and capacity management
- ✓ IT control and analysis
- ✓ Optimal IT service delivery



Contact us
info@servicepilot.com
 +33 2 40 60 13 30

ServicePilot is a complete solution for monitoring the availability and performance of converged infrastructures. It collects key IT indicators and offers, via a user-friendly interface, all the functionality essential for incident management, availability and performance analysis, capacity management and SLA control.

ServicePilot is perfectly suited to enterprises and service providers who appreciate the automation of provisioning, the variety of monitoring packages that enable them to deploy monitoring for new customers very quickly.

Easy third-party solutions (CRM, Incident ticket management, ...) integrations and automatic PDF Report distribution simplifies everyday operations.

WHY DEVELOP A MANAGED SERVICES OFFERING?

New revenue sources

The Managed Service market is growing, with many enterprises no longer wishing to maintain support teams but instead outsource this service with service level agreement contracts. We expect some of your competitors already offer this type of service:

- ✓ Customer Infrastructure Monitoring
- ✓ Customer Services and Application Monitoring
- ✓ Service Level Agreements
- ✓ Development of preventive actions
- ✓ Advice on new needs, complementary resources, infrastructure evolution, cost rationalization regarding infrastructure and operations

Cost reduction

A monitoring solution reduces the operating costs of maintenance contracts by reducing the number of incident tickets, faster resolution of incidents and automated reporting.

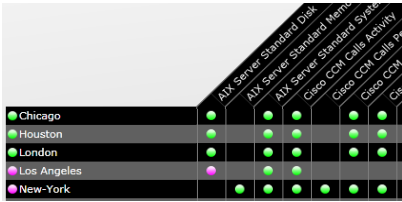
Important questions in order to evaluate your Return On Investment (ROI)

- ✓ **Customer incidents:** How long to handle 1 incident? Client call, Opening of a ticket, Remote connection, Incident localization, diagnosis, On site visit if needed, Repairing, Closing ticket, Reporting
- ✓ **Monthly Reporting:** How much time do you spend preparing monthly reports?



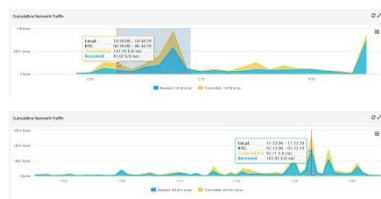
"Our aim to replace a combination of tools, including Nagios and Cacti, both taking too much time regarding tooling configurations, was a success completed in a matter of days thanks to an impressive built-in package list for network, datacenter and VoIP monitoring"

Hospital Center La Rochelle



Help Desk

- ✓ Alerts, Correlation, Localization
- ✓ Event management, Mapping
- ✓ Service views, Business priorities
- ✓ End-to-end
- ✓ End user experience



For Technical Experts

- ✓ Dashboard by technology
- ✓ Morning check
- ✓ Resources utilization
- ✓ Most used analysis
- ✓ Capacity management



For Customer Reporting

- ✓ Service level
- ✓ Availability
- ✓ Performance
- ✓ Recommendations

ANSWERING MARKET NEEDS

Offer your client either global or partial IT monitoring

- ✓ Server Monitoring
- ✓ Application Control
- ✓ Datacenter Monitoring
- ✓ Network Monitoring
- ✓ Application traces
- ✓ Log and Event Management
- ✓ VoIP and UC Monitoring



WHY ARE WE DIFFERENT ?

Fast installation

When 95% of your equipment conforms to the market standards, a monitoring solution must be ready to use within minutes.

Monitoring Templates

A monitoring solution must quickly integrate additional technologies and offer as standard a large choice of templates in the network, server and application domains.

Automated provisioning

Provisioning is the basis of monitoring. It must be easy and efficient to quickly represent the reality: using manual provisioning, a completely automated approach or a mixture of both.

Multitenant

Service providers or enterprises, your customers or colleagues need a personalized and secured access to their information.

Responsive Web

Faced with the growing mobility of your colleagues, access to the monitoring solution must be available on their computer, tablet or smartphone, from inside or outside of the company.

User Interfaces

Information must be accessible through interfaces adapted to the users needs: maps, alerts, dashboards or PDF reports.

International

In an international context, the monitoring solution must support several languages, time zones and adapt to regional presentation preferences.

Big Data Analytics

The huge volume of data generated by your infrastructure and indexed by ServicePilot in NoSQL databases gives flexibility, performance, replication and security.