

A cloud-based, data driven approach to system maintenance



## System Monitoring Service

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Convergint's System Monitoring Service, a type of Managed Service, is a **cloud-based solution** which utilises AI data analysis and machine learning for a **preventative, data-driven** approach to system maintenance.

## Predictive maintenance

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- ✓ Early detection enables early response: **minimise system downtime** and ensure optimum system performance
- ✓ **Centralised system monitoring** carried out by trained professionals for hundreds of sites
- ✓ Significantly **reduced need to manually report** camera, hard disk, server and UPS issues
- ✓ Customer's **workload significantly reduced** and operational efficiency increased

A proactive, data-driven approach which helps organisations achieve:



Increased up time



Reduced risk and loss



Enhanced operational efficiency



Predictable costs

# Proactive monitoring across **diverse systems** and equipment

convergent®

## System Monitoring Service **benefits**

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### **Reactive to proactive**

Increase system and device stability through predictive maintenance with real-time monitoring and fast response.

### **Business intelligence**

Connect diverse systems via the cloud and obtain insightful data and metrics to facilitate informed decision making.

### **Predicable costs**

Understand system lifecycles for predictable budgetary planning and shift from a CAPEX to OPEX model with a cost-effective solution.

### **Centralised, efficient management**

Entrust trained professionals that centrally monitor systems across multiple sites and regions enabling customers to save time and focus on their core business.

### **Secure, cloud-based solution**

Enabled by Microsoft Azure, a secure, global cloud service provider.

### **Customisable**

Inhouse developed solution highly customisable to meet specific customer requirements.

