FIKE CONSULTING

Fike Consulting Server Management Service

Fike Consulting now offers our Server Management Service. This service addresses all of the routine care necessary for the security and reliability of your servers as well as monitoring of your servers for any issues that may need attention.

The Server Management Service includes the following services:

-Monitoring and Alerting of Critical Services

There are many services running on your server that provide needed functionality such as printer and file sharing, database applications such as QuickBooks and Peachtree, faxing, network logon security, etc… All of these critical services are monitored in real time and if a service stops running for any reason an alert is sent to our office and the monitoring agent automatically attempts to restart the service. If the service restarts successfully, you'll never even low there was an issue. Since we will have received an alert, we will connect to your server, check the logs and correct any problem determined to be the cause of the failure.

-Monitoring and Alerting of Event Logs

Your servers log all significant information to one of the event logs. Items logged include services starting and stopping, application failures, hardware issues and various other items. These logs are monitored in real time and an alert is issued when any failures are detected. All log entries are also logged to our monitoring server and archived for future retrieval.

- Monitoring and Alerting of Security Logs

All security related events are logged to the security log on your servers. This includes such events as users logging on to the network, files being accessed, failed logon attempts as well as other security events. This security log is monitored in real time and alerts are created when events indicate a security threat. These logs are also archived to our monitoring server for future retrieval.

-Monitoring and Logging of Server performance Counters

Windows based servers have performance counters for monitoring every aspect of server performance. The basic counters for memory, processor and disk performance are monitored in 15 minute

increments and a summary report is generated every two weeks. We will contact you if there appears to be a bottle neck in any of these key performance areas and provide recommendations for resolving them.

-Monitoring and Alerting of Low Disk Space

Low disk space on a server can cause that server to fail without warning. All server disk drives are monitored in real time and an alert is generated when free space gets below the set threshold. We will contact you and recommend a course of action before it becomes an issue.

-Monitoring and Alerting of Failed Local Backup Jobs (NTBackup Only)

Your data is critical to the ongoing success of your business. We will monitor the events produced by the NTBackup software (included with Windows) for errors and an alert will be issued. Necessary actions to correct the problem will be taken.

-Verify That All Critical Windows Updates Are Installed Each Month

Although most servers are configured to install the latest critical Windows security updates automatically on a predetermined day and time, some of these updates need manual approval before they will be installed. We will monitor all servers and verify that all current updates get installed in a timely fashion.

-Approve Latest Updates for Distribution to Workstations

We install Microsoft Windows Server Update Services to centrally manage all workstation updates. Most updates get approved for installation automatically but not all. We connect to all servers and manually approve all required updates.

-Keep Installed Version of Antivirus Software Up-To-Date

Network antivirus installations are configured to keep the virus definition files updated on a daily basis but do not update the base software itself. We verify that the definition files are updating and also install any patches or version upgrades that may be required to the base installation. A current maintenance agreement is required to be eligible for these updates.

-Fix All Minor Issues That Resulted In Alerts Being Sent

We will connect to your server and resolve all minor issues that resulted in an alert being issued. We will also perform routine services such as cleaning up old files from the drives, defragmenting hard drives, etc.

-Monitoring and Alerting of Server Hardware Changes

The server's hardware configuration is constantly monitored and any changes will result in an alert. This will alert us to any possible hardware failures or foul play.

-20GB of Server Storage Space for Offsite Backup (With Annual Payment Only)

To help secure your critical data we will provide and configure an online backup utility to backup your selected data to our offsite backup server. With semi-annual and annual prepaid plans we will provide 20GB of storage space for your files.