
Custodian*24 Manage

More information

Please contact Keltec for additional information about **Custodian*24 Manage** or to request a quote for your business:

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Custodian*24 Manage is a flexible service which can be tailored specifically for a client's environment. The following description is a guide to a typical service level.

(**Custodian*24 Manage** can be purchased in addition to **Custodian*24 Monitor**).

Benefits and Features

In addition to access to the **Custodian*24 Portal**, **Custodian*24 Manage** provides the following:

- Review of the entire environment before support contract begins
- Two comprehensive daily system checks
- Weekly reports of all work undertaken
- Manage system state during business hours:
 - Perform and monitor maintenance shutdowns
 - Carry out startups and perform system sanity check
- Proactive system administration to help prevent problems from occurring
- Full administration activities (database)
- Monitor operating system capacity, memory and process
- Return the system to normal operating state after a system crash
- Quarterly patch release report
- Annual incident and history report
- Quarterly status meeting
- Personal technician providing a single point of contact for the client.

Support Hours

24 by 7 support including Bank holidays.

Management of Generated Alerts

In the instance of the monitored system moving into Warning or Critical status, **Custodian*24** automatically generates an alert. This is sent directly to the Keltec team. If the alert is not acknowledged on the **Custodian*24 Portal** with 15 minutes, it is escalated to the next highest member of the Keltec team. Alerts continue until they are acknowledged and resolved.

Alerts are directed to the Keltec support team who:

- Take corrective action to fix the problem
- Recover the system to normal state
- Perform problem investigation and determination
- Work to prevent the problem from recurring in the future