
Custodian*24 Resolve

More information

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

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Custodian*24 Resolve 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 Resolve** provides the following:

- Single daily system check and weekly reports of all work undertaken. The check includes:
 - o System availability
 - o Capacity monitoring
 - o Error monitoring, analysis and management
 - o System backup monitoring
 - o System error monitoring
 - o Corrective action for all supported elements is performed
 - o Manage system state between support hours
 - o Perform and monitor maintenance shutdowns
 - o Carry out startups and perform system sanity check
 - o Monitor operating system capacity
 - o Return the system to normal operating state after a system crash

Support Hours

08:30 – 17:30 Working week days only

Management of Generated Alerts

In the instance of the monitored system moving into Warning or Critical status, **Custodian*24** automatically generates an alert. Clients can configure the Portal to determine where each level of alert is sent. Two configurations are stored, for within and out of the designated support hours.

During Supported Hours

Alerts are directed to the Keltec Support team who:

- o Take corrective action to fix the problem
- o Recover the system to normal state

Outside of Support Hours

Alerts are directed to a nominated member of the client's team.