



Managed IT Monitoring and Alerting Service



Our Managed IT Monitoring and Alerting Service provides visibility across your IT estate and helps reduce downtime and improve service availability and performance through proactive alert investigation and incident resolution.

With our reliance on technology always increasing, IT system availability and stability is now more important than ever. Many organisations are running systems that deliver critical applications across large workforces, emergency services, education systems, and healthcare and it's crucial that they remain accessible and operational.

However, even as our reliance on technology increases, not all organisations have the capabilities in-house to monitor, respond to, and remediate issues when they occur. By adopting a Phoenix Managed IT Monitoring and Alerting Service, your organisation will benefit from 24/7 monitoring and support to investigate and resolve issues quickly, limiting any service impact and ensuring environments are performing well.



Managed IT Monitoring and Alerting Service

Our Managed IT Monitoring and Alerting Service gives you full insight into your IT estate and peace of mind that technical specialists are always available to help.

We use industry-leading monitoring tools to observe your environment, while our team of specialists respond rapidly to issues 24/7/365.

The Phoenix Managed IT Monitoring and Alerting Service includes an industry-leading and fully managed cloud-based monitoring solution that provides full visibility across your IT estate and is available in two service tiers; modern monitoring and managed monitoring.



Our Managed IT Monitoring and Alerting tiers

Modern monitoring provides a fully managed monitoring solution deployed by Phoenix to your in-scope endpoints and tuned according to your requirements. The solution gives your organisation a single landscape overview of your monitored devices and resources and keeps your IT Team informed of events 24/7 through alerts delivered directly to your ITSM platform. Your IT Team can then take action to resolve the alerts as appropriate.

Managed monitoring means that, in addition to deploying the monitoring solution to your in-scope endpoints, Phoenix will receive all the alerts generated by your in-scope endpoints and these will be logged, triaged, prioritised, and investigated by Phoenix Support Specialists. Our specialists will advise on the steps required to resolve an incident or undertake the resolution tasks on your behalf to restore services as quickly as possible.

We can monitor large scale systems or a single critical application and set up alerting based on your organisation's requirements.



The benefits of our Managed IT Monitoring and Alerting Service

Choosing our Managed IT Monitoring and Alerting Service provides assurance that your critical applications and infrastructure are being monitored and Phoenix Support Specialists are ready to investigate and help resolve issues when they occur.



Cloud-based monitoring platform with minimal infrastructure footprint



On-premises and cloud infrastructure monitoring



Supported devices, objects, and applications catalogue



Bespoke monitoring and alert tuning, tailored to your organisation's requirements



Monitors large scale systems or a single critical application



Managed monitoring, with your organisation receiving all alerts



Secure portal access for real-time visibility of monitored endpoints



Managed monitoring, with proactive incident resolution by Phoenix Support Specialists



Dedicated Customer Success Manager



Regular service reviews



Cloud-based with a minimal on-premises footprint



Supporting our customers in every sector

Phoenix has been supporting both public and private sector organisations for over 30 years and understands the unique requirements for each sector.

- Healthcare
- Education
- Charities and non-profits
- Housing
- Private sector
- Bluelight
- Local and regional government
- Central government

Why Phoenix?

Get support from the specialists.

With our teams of in-house IT Support Specialists, we have extensive knowledge and understanding of what our customers require and have the ability to support you and your teams around-the-clock.

We regularly contact our managed service customers for feedback and in 2023 we achieved the following results from our entire managed service offerings:



service level agreement
(SLA) achieved



good feedback from
our customers

Extend your support with Phoenix

Our Managed IT Support services are built to scale seamlessly, be highly responsive, and seamlessly integrate with your existing IT team. By combining various managed services, we can assist you comprehensively, offering support from a proactive, transformative, and monitoring and alerting standpoint.



Managed Reactive IT Support

Our Managed Reactive IT Support service acts as an extension to your in-house IT team and will provide them with the help they need with problems that require extra assistance.

Designed to meet all requirements and budgets, our Managed Reactive IT Support is readily available for customers of all circumstances, whether that's on an occasional basis or for 24/7 support coverage.

Discover the service now →



Managed IT Transformation Support service

Our Managed IT Transformation Support service will guide you and provide strategic services to identify and resolve any potential issues before they surface and become an issue to your organisation.

By providing workshops, assessments, audits, user training, and technical project work, we're on hand to help you get your organisation to where you want it to be.

Discover the service now →

Get started with Managed IT Monitoring and Alerting Service

Arrange a free chat with one of our Managed Service Specialists today to talk about the challenges your organisation is facing with maintaining its IT infrastructure and how our managed IT support services will address these challenges.

Get in touch now

01904 562200
www.phoenixs.co.uk
hello@phoenixs.co.uk

