



# REMOTE MANAGED SERVICE

*Remote Managed Services provides 24/7/365 monitoring, incident and proactive management of your network. We deliver a follow-the-sun managed service from our two Service Operations Centres in the UK and US. We use industry accredited 1st line IT Service Desk personnel through to 3rd line Network Engineers*

## CONTACT US

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## ABOUT US

We enable businesses by providing solutions for all your IT requirements; from managing your network and computing infrastructure, providing blended support models. We have nearly two decades of experience working with a vast range of customers, from international enterprises such as Cisco, IBM and AT&T, through to SMEs and a number of local businesses in the areas where we have operations.



# YOUR INFRASTRUCTURE FULLY MANAGED + BESPOKE REACTIVENESS

## PRO-ACTIVE MANAGEMENT



Applying best practice Configuration & Change Management, configuration backup, release management and pro-active trend analysis ensures the infrastructure is operating to the highest levels.

## INCIDENT & PROBLEM MANAGEMENT

Choose from pre-defined or bespoke response levels we will resolve incidents and problems via our ITIL aligned IT Service Desk.



## 24 / 7 / 365 MONITORING

Our automated 24 / 7 systems provides network and server health monitoring, inventory management and proactive alerts allowing us to fix any potential issues before they have a negative effect on your business.



## SINGLE PANE OF GLASS

Gain a single pane of glass view of your infrastructures health from reports and portals. Working with your Designated SDM to understand remedial future proofing and service improvements.



## HOW DOES IT WORK?

1. We place a virtual or physical "Onsite Collector" onto your network and secure a VPN link back to our Datacentre. SNMP and log data is captured from each network device and returned to the RMS Server for processing.
2. The RMS Server is configured depending on which Plan you purchase, Notifications and Monitoring data is sent to our 24/7/365 IT Service Desk in both the UK and US for triage.
3. If you have the Bronze Plan the Notifications are sent to your designated location for you to take action on. If you have Silver, Gold or Platinum Plans then we will begin investigating the incident and resolve it in accordance with the agreement.



FIREWALL & SECURITY APPLIANCES



PHYSICAL SERVER ARCHITECTURE



VIDEO CONFERENCING



ROUTING & SWITCHING



VIRTUAL SERVER ARCHITECTURE



APPLICATION PERFORMANCE



WI-FI CONTROLLERS & ACCESS POINTS



NAS / SAN STORAGE SOLUTIONS

## BENEFIT FROM

### LOW INVESTMENT

Removing the need to build out your own Monitoring & Management systems. Additionally, no need to hire in skilled engineers to perform the necessary maintenance & support tasks.

### OPTIMAL SECURITY

Ensuring that your infrastructure is patched to the latest versions reduces the known security vulnerabilities and raises awareness of risks.

### QUALITY ASSURED

Our RMS platform uses enterprise grade technology, and is operated by experts with on the ground experience in single and multi-tenancy environments.

### DEPLOYMENT

Our RMS Collector can be either a physical or virtual device and is connected to our datacentre via secured VPN routes. All data collected and remote access is handled via this link ensuring maximum security.