DataBotics

Service Availability Monitor

Product Overview

Modern organisations rely heavily on IT to deliver services to ever more demanding customers and citizens. Computer systems and networks are reliable, but also complex and volatile. Problems can and do occur and when they do, often the first support staff are aware is when the 'phones start ringing and inboxes fill with messages. Service Availability Monitor (SAM) addresses these problems. By regularly reviewing the status of key systems and reporting issues found, the team can receive regular status reports which not only provide confidence when things are running smoothly, but also alert staff when issues occur.

Requirements

Access to mail services. awiSX, awiQX, user Id's, Remote access

Key Features

- Checks versions
- Times response against a known transaction
- Proves connectivity
- Check usernames and passwords
- Verifies expected versions
- Checks resolution of the Virtual Machines and confirms working parameters
- Positive and negative reporting
- Reports on QX Queue status
- Tweets if required

Coverage, Availability and Bespoke Tuning

Plug-in modules are currently available for Capita Academy, Capita One EMS, Liquidlogic, RiO, SystmOne and Contender. Where your target system is not currently supported, we will work with you to add that system to our portfolio.

Assuming NDL Software products SX and QX are available and installed, SAM can usually be up and running and providing regular reports after a single day on site.

SAM is provided free with our Complete Support offering or is available on a subscription basis if required

Disclaimer: Academy and Capita One EMS are products supplied by Capita Plc. Civica APP Flare is supplied by Civica UK Ltd. Contender is supplied by Contender Systems Ltd. Liquidlogic is a System C company. RiO is an electronic patient record system supplied by Serverlec. SystmOne is manufactured and supplied by The Phoenix Partnership (TPP). Whilst DataBotics has developed processes that use these systems it wishes to make it clear that it is in no way affiliated with any of the companies.