

ASSUREON MONITORING SERVICE

THE ASSUREON MONITORING SERVICE PROVIDES A LEVEL OF COMFORT ABOVE AND BEYOND STANDARD SUPPORT.

The system logs will be automatically uploaded to the Nexsan call-home server for automated analysis. When any issues are found, the team will investigate and work to resolve the issue in the same way as if the issue was raised by you. This includes any hardware failures – they will automatically be detected and we will work with you to get them replaced.

This package includes:

- Enabling the upload of logs from the Assureon server to the support team
- Monitoring incoming log files for errors. If an error happens and:
 - there is no impact to you, we will fix the issue and let you know
 - there is an impact that requires your intervention, we will schedule the work with you
- Monitoring incoming log files for hardware failures. If such an event happens, we will work with you to get the part on-site and repaired by a technician.
- Response within 24 hours of receipt of the log files on Monday to Friday.

This package requires a valid support contract and a connection to the Nexsan call-home service. This allows secure remote desktop into the Assureon system for monitoring purposes, as well as sending logs to the Nexsan team.