



Sentinel Total Support from Dorset Network Solutions

24/7
Monitoring
and
guaranteed
response
for the
complete
support
package.



Portland Bill, Dorset

Sentinel

Sentinel is the total support package for your business, offering 24/7 monitoring and alerting, telephone, email and remote support, and inclusive on site time. With Sentinel you are always a priority.

The average company experiences 2 hours of downtime per week. Gartner estimates that downtime costs a typical small business £700 per hour in lost productivity. With the average company experiencing 2 hours of downtime per week this amounts to a staggering loss of £72,800 per year due to IT failure.

We believe that by introducing a proactive support solution we can minimise system downtime and the subsequent financial losses to your company.

Sentinel is designed for businesses:

- Who want all aspects of their IT systems managed and monitored by certified IT professionals, proactively.

How are DNS alerted?

When a monitored network function fails our engineers are alerted by audible alert in head office, by email, and by SMS text message to their mobile phones. When an alert is received you become our highest priority.

Features of Sentinel

- 24/7 Network Monitoring (see below)
- A simple monthly charge by Direct Debit.
- 1 hour on site per month inclusive.
- Additional on site time is discounted.
- Telephone and email support.
- Remote control support.
- Network Documentation for your reference.

What is monitored?

- Essential services and server statistics monitored in real-time including email and critical event logs.
- Daily backup monitoring.
- Anti-virus, spyware and spam monitoring.
- Internet and Email usage statistics.
- Security breaches and unauthorised access attempts.
- PC's and services critical to your business.

How to use Sentinel

If you are interested in the Sentinel support option give us a call. A consultant will visit you to explain the service in detail. We will document your network and make recommendations for the health of your network in the short and long term, and we will provide you with a comprehensive service level agreement.

Microsoft
GOLD CERTIFIED
Partner

Microsoft
Small Business
Specialist

- React
- Prepare
- **Sentinel**