

Monitoring and management for the server, storage and network devices your company depends on



PROMANAGE

Ensure high availability and performance of connectivity and compute resources

Managed Services for Network and Infrastructure

We handle day-to management and keep you informed

Dell ProManage Managed Services for Network and Infrastructure provides ongoing remote monitoring and management for the server, storage and network devices your company depends on. We take care of day-to-day tasks so your team can focus on leveraging IT to innovate and enhance your business. Supported third party products are eligible in addition to Dell equipment.

For servers and storage, we continuously monitor up/down, capacity, performance and resources – 24x7x365. We handle Windows patch management and anti-virus updates for servers and monitor backups for failure. To ensure reliable data storage, our team manages storage optimization as well as scheduling and change management.

For your networks, we first discover network resources, then monitor network devices including switches, routers, wireless access points and firewalls. Alerts are triaged and validated, with customer notification and escalation as needed.

Reports and Dashboards keep you informed

Monthly performance reporting covers performance and alert history for each service category. An executive dashboard displays ticket volumes, SLA attainment status, critical outages and alerts, and service delivery information by location or region.

Key benefits:

- 24x7 monitoring and early detection of issues
- We handle routine management tasks while dashboards keep you current
- Networks, servers and storage that users depend on are kept running at a high level
- Workplace infrastructure is managed by a provider who also offers service desk and endpoint management services



Server Monitoring

- Continuous server up/down monitoring and performance monitoring (CPU, memory, paging files, disk space)
- Event log monitoring
- Analyze and escalate alerts
- Windows Services availability
- Monitor backups for failure

Server Management

- Windows patch management
- Microsoft Security and Critical Patches
- Anti-virus: Automated scans and latest definition updates
- Respond to and remediate alerts

Storage Monitoring & Management

- Continuous monitoring of availability, performance, capacity
- Storage planning, scheduling, change management
- On-site and cloud backup and restore
- Respond to and remediate alerts

Network Monitoring & Management

- Monitoring of network devices, including switches, routers, firewalls, wireless access points
- Validate and triage alerts, notify and escalate as per predefined matrix
- Respond to and remediate alerts

Reporting

- Monthly reporting covering performance and alert history for each service category
- Executive dashboard displays ticket volumes, SLA attainment status, critical outages and alerts, and location-by-location or region-by-region service delivery

Keep your workplace networks running smoothly

Dell ProManage services now cover network and infrastructure gear as well as endpoint devices and systems. So you can have Dell ProManage services for all of your key workplace devices – and Service Desk too! Your team saves time while we handle problem notification, patches and virus updates, change management, and other management tasks.

For more information, please contact your Dell Technologies representative or visit [Dell Technologies Managed Services](#)