



Remote Monitoring and Repair Services

Ultimately, it's about maximizing uptime and minimizing IT cost. It's about being proactive and taking action at the first hint of trouble. If your network — or even a part of it — goes down, it translates into lost productivity, decreased customer service, emergency repairs and increased costs.

Monitoring your infrastructure 24x7x365

In today's integrated IT environments, unaddressed problems adversely affect users and surrounding systems. At Apex, we take the worry and hassle out of managing your network and IT applications. Our remote monitoring and repair services will result in lower costs and more uptime.

With our services, you can avoid unplanned expenses caused by unscheduled downtime and emergency repairs.

Remote monitor, alert and response

With 24x7x365 monitoring and alerting, we guarantee a rapid response when something goes wrong, delivered remotely or on-site if needed. In most instances, problems are resolved before you're even aware of them.

With Apex's remote monitoring service, we install our Silver Bull-IT hardware/software system at your location, which enables us to monitor, manage and repair your critical network systems from our Network Management Center (NMC). Our Silver Bull-IT system performs secure, comprehensive scans of your IT environment to gather up-to-date information about the health and performance of your network equipment.

Expertise and high-quality services across multi-vendor and multi-technology networks

Our Silver Bull-IT system alerts us to problems before they become emergencies or downtime. As a result, we deliver rapid, remote remediation and maintenance with unparalleled efficiency — all of which saves you money.

Support Activities: Create and track active tickets, provide current resolution status, provide notifications, escalations and communications between our IT support team, your company and other vendors, as required.

Network & IT infrastructure: Provide utilization and performance trends and metrics on critical network systems, including servers, Internet access, firewalls, routers, switches, wireless, E-mail, backup applications, network security, anti-virus/anti-spam, and other systems.

We can proactively monitor and manage anything with an IP address!

Customized to meet the needs of your infrastructure, your staff, and your budget

We only report what makes sense for you — whether it's every incident or only major alarms. We can report, troubleshoot or escalate — either to our certified engineers or yours. We'll do what works best for your business.

Many clients find it reassuring and valuable to combine remote monitoring/repair services with help desk and on-site IT support services. Discounts are available when you combine multiple Apex offerings into a customized Personal CIO™ Program.