



# LESS MANAGEMENT, MORE FOCUS

Let VENYU manage all server patching, monitoring, and backup services 24/7/365 so you can focus on your business

## VENYU's 24/7/365 Pro-Active

**Monitoring** Simply put, Managed Services is when a service is managed for you. The key difference between Managed Services and the traditional break-fix customer service model is that Eatel's Managed Services follows a proactive model that seeks to troubleshoot your technology issues before they happen so that your business doesn't miss a beat.

## What can VENYU's Managed Services do for me?

### SYSTEM MANAGEMENT & MONITORING

- CPU, RAM, Disk utilization
- System and service availability monitoring
- Operating System event logs
- Remediation via notifications, or preauthorization to act on your behalf
- Monthly health assessment on client environment

### MANAGED PATCHING

- Automated installation of critical updates, security updates, and OS service packs as approved
- Emergency/critical vulnerability patching outside of regular patching
- Remediation of all patching issues
- Monthly reporting on patching detail

### MANAGED BACKUP

- Setup and implementation of daily, weekly, or custom backup schedules
- Remediation
- Restores from backups with client approval
- Weekly backup status reports