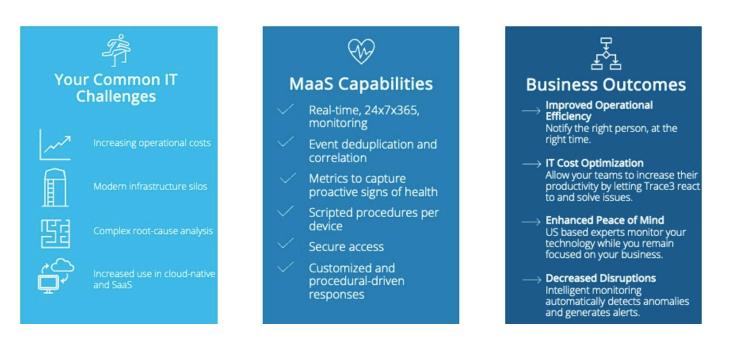Transform your IT operations with expert-led, real-time insights, and proactive management to reach performance optimization, ensure uptime, and safeguard your business against disruptions.

OVERVIEW

At Trace3, we understand the critical importance of maintaining a resilient and high-performing IT infrastructure to support your business operations. Our Monitoring as a Service offering is designed to provide proactive, dynamic monitoring and management of your entire IT environment, including critical business applications, ensuring optimal performance, reliability, all while securing trust via real-time notifications – keeping your business running, while you're not.

Your Common IT Challenges

- Increasing operational costs
- Modern infrastructure silos
- Complex root-cause analysis
- Increased use in cloud-native and SaaS

MaaS Capabilities

- Real-time, 24x7x365, monitoring
- Event deduplication and correlation
- Metrics to capture proactive signs of health
- Scripted procedures per device
- Secure access
- Customized and procedural-driven responses

Business Outcomes

→ **Improved Operational Efficiency**
Notify the right person, at the right time.

→ **IT Cost Optimization**
Allow your teams to increase their productivity by letting Trace3 react to and solve issues.

→ **Enhanced Peace of Mind**
US based experts monitor your technology while you remain focused on your business.

→ **Decreased Disruptions**
Intelligent monitoring automatically detects anomalies and generates alerts.

OFFERING DETAILS

LogicMonitor

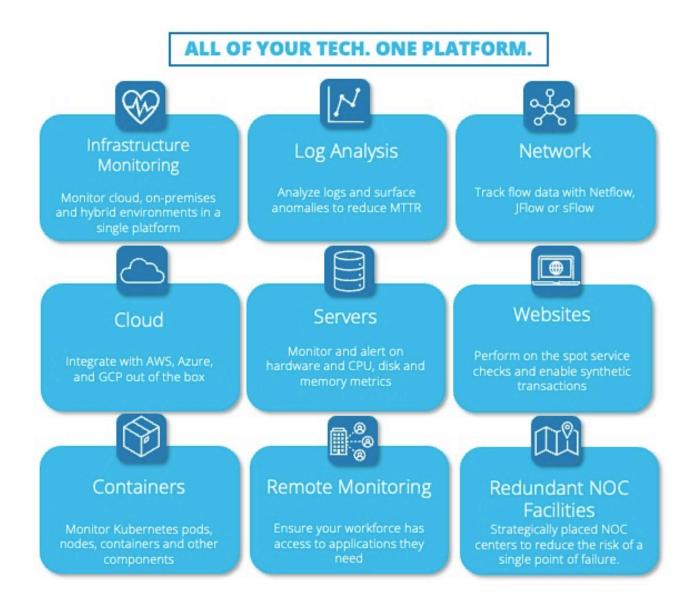Trace3's Monitoring as a Service offers a comprehensive suite of monitoring capabilities tailored to meet your business's ever-changing needs. Our MaaS solution covers real-time monitoring across your IT infrastructure, including networks, servers, containers, and websites, both internally and externally. You'll benefit from customizable dashboards and reports, providing actionable insights into your digital environment, empowering you to make informed decisions to optimize performance and manage risks effectively.

With our in-house Certified LogicMonitor subject matter experts, have peace of mind and eliminate complexity by leveraging one platform that can do it all. Utilizing LogicMonitoring, we can provide a vast inventory of out-of-the-box monitoring capabilities – and we're continually evolving as new features are released. Additionally, our CMBD integration facilitates scripted procedures for each device, giving you the ability to customize and maintain attributes that will classify alerts based on severity.

ALL OF YOUR TECH. ONE PLATFORM.

Infrastructure Monitoring
Monitor cloud, on-premises and hybrid environments in a single platform

Log Analysis
Analyze logs and surface anomalies to reduce MTTR

Network
Track flow data with Netflow, JFlow or sFlow

Cloud
Integrate with AWS, Azure, and GCP out of the box

Servers
Monitor and alert on hardware and CPU, disk and memory metrics

Websites
Perform on the spot service checks and enable synthetic transactions

Containers
Monitor Kubernetes pods, nodes, containers and other components

Remote Monitoring
Ensure your workforce has access to applications they need

Redundant NOC Facilities
Strategically placed NOC centers to reduce the risk of a single point of failure.

VALUE

Monitoring as a Service is an essential tool for businesses of all sizes. It provides dynamic monitoring and analysis of critical IT systems, allowing for rapid identification and resolution of issues. Trace3's certified, expert, and proactive approach helps minimize downtime, increase efficiency, and improve overall system performance. In addition, it frees up valuable resources, allowing your IT teams to focus on strategic initiatives instead of routine maintenance and is a cost-effective way to ensure the smooth operation of IT systems and support your business growth.

SOC 2 TYPE 2
AICPA SOC
aicpa.org/soc4so

Regardless of where you are on your Managed Services journey, we have solutions to help you succeed. To learn more, contact your Trace3 representative or find us at Trace3.com.