Remote Monitoring and Management

Spending millions to build, staff and manage a Network Operations Center isn’t realistic for most businesses. But you still need network visibility and centralized management to prevent you from flying blind.

Keep Your Infrastructure Up and Running

Coyote Creek’s Remote Monitoring and Management (RMM) service provides 24/7 remote monitoring and management of server and network infrastructures whether On-Premise, Virtual or in the Cloud.

Designed for those organizations that want to take a proactive approach to keeping their systems running smoothly, RMM is the culmination of years of operational experience for some of the most demanding high-tech and financial services companies.

With RMM You Can

- Avoid network problems
- Reduce your IT costs
- Keep your system up to date
- Get immediate incident management
- Enjoy predictable change management
- Gain visibility into network health and performance

Benefit From Our Expertise

For just one affordable monthly fee you get a remote monitoring and management service that is:

- **Rigorous** – Using our proven best-practices, 24/7 remote monitoring will be set up with minimal impact on your systems usability.

- **Responsive** – Once alerts occur, we troubleshoot the problem, perform a detailed root cause analysis, and determine how to prevent the problem from recurring.

- **Proactive** – When potential problems arise we’ll tell you, suggest solutions and, if an issue needs escalation, we’ll take care of that as well.

On-Premise, Virtual or Cloud?

For most companies the answer is “yes” and the good news is that RMM is available for all of these environments. Whether it’s Microsoft Exchange in your data center or Office 365 in the Cloud, RMM provides the visibility you need with the benefits of off-loading your system’s management to us.

Network Performance Management

RMM can also provide network performance management that provides continuous, proactive network monitoring and alerting of all managed devices.
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Monitor
Our Monitor service provides a continuous scan of your IT environment and ongoing system monitoring. Alerts are automatically delivered to our team, enabling us to assess and escalate warnings to help you prevent or mitigate system failures. We can also recommend how to use monitoring data to improve network/server performance and meet compliance requirements.

Maintain
Our Maintain service enables you to define how much basic troubleshooting and repair you want to handle. Continuous monitoring and automatic alerts give you a heads-up on potential problems so that you can decide how to address them. Maintain also provides patch management to save you time and effort.

Manage
Our complete remote management solution builds on our Monitoring and Maintenance services and add 24/7 priority support, which includes troubleshooting and issue resolution.

Real People, Right Here
When you work with Coyote Creek, you’re working with local professionals who have extensive experience with some of the largest IT organizations in the US. We have Network Operations Center teams on both coasts, and we don’t outsource to a third-party service. Best of all, we’re as cost-competitive as other companies that do.

About Coyote Creek
Founded in 1998 by a team of highly experienced IT professionals, Coyote Creek is one of the leading IT services providers in Silicon Valley. We understand the issues and complexities of enterprise and high-growth IT organizations and can help companies of all sizes manage technology and project risk to deliver business results quickly and effectively.