



We've Been "Monitoring" and We're "Alerting" IT Providers

To effectively compete in today's service provider space, you must be able to demonstrate to customers that you can capably support their multi-vendor hardware environments. However, such an effort requires substantial investments in training, on-going knowledge transfer to your technicians and a challenging learning curve that must accommodate multi-vendor, multi-operating system and multi-system applications.

Many unique single purpose utilities do not suitably address these needs. In fact, their lack of continuity can be a source of continuing frustration. Standalone utility solutions only reduce your technicians' productivity, and diminish help desk efficiencies as systems go down. There isn't a way to meaningfully alert tactical IT teams that a problem exists that needs to be immediately addressed. These circumstances result in customer dissatisfaction, a reduction in business and ultimately, a bleaker bottom line.

The Need To Support Multi-Vendor, Multi-Operating System and Multi-System Applications

You need a technology that can pro-actively monitor your customer's multi-vendor environment. This technology should provide pre-failure analysis to identify and alert of potential issues, notify your help desk/call center and technicians to pending problems, and accelerate corrective action, initiated remotely, before any business disruption can occur. A technology that provides maximum levels of service for your customers while supplying your technicians with the ability to manage more systems more intelligently.

Integrated Financial Systems (IFS) would like to introduce **SyAM ManageAnywhere™** as the technology that can empower the efficient utilization of your help desk/call center and service technicians.

SyAM ManageAnywhere™ Provides The Answer

With its pro-active, configurable alerting capabilities, you are able to alert both local technicians and help desk/call centers based on the system and severity of the event. These advance notifications provide key information on what kinds of corrective action needs to be taken before downtime becomes unavoidable. With SyAM's remote management, many corrective actions can be performed remotely, eliminating the need to dispatch high-value technicians. If on-site technicians are necessary, those that are dispatched will be far better prepared to deal with events by knowing which system has the issue and what corrective action needs to be taken to resolve the problem quickly and effectively.

Asset monitoring, unified alerting, and remote management across a mixed hardware/software environment ... all through a single user-interface!!

As the Authorized SyAM Solution Provider in the northeast, we believe that SyAM's ManageAnywhere™ is just the tool for you. Please visit us on our website at www.i-f-s.com and take a look at this unique and powerful tool. Feel free to use the on-line demo, and you are also more than welcome to download a live version of the local software – free of charge!!

If you like what you see and would like to get more detailed information, including pricing, please do not hesitate to contact us at syamsales@i-f-s.com or call us at 203-234-8441 and ask for SyAMSales.

SyAM ... Systems Area Management Made Simple !!