

ShorePatrol

Service Assurance Platform

A Complete IT Management Platform

- Includes all hardware, software, applications, and services
- ShoreGroup deployment minimizes use of internal resources
- On-premise model ensures data security
- Scales to manage tens of thousands of components
- Manage an entire network or specific technologies
- Capabilities designed by experts for each technology
- Automates root cause analysis
- Reduces Mean Time To Repair (MTTR)
- Provides enterprise-wide status and visibility to impacted services
- Integrated service management capabilities
- Shifts IT management cost from CapEx to OpEx
- Keeps IT teams focused on core business
- Integrates with other ShoreGroup Operational Support Services

Precious time and opportunity are lost when IT organizations lack visibility to or are unaware of issues until users report them. Then, before resolution steps can start, there's the daunting task of identifying the precise cause of the issue and which team has ownership. IT has become incredibly complex and interconnected, with applications and devices interacting in countless ways to deliver the vital services upon which businesses rely. Untangling issues to find out what is actually happening has historically been time-consuming, resulting in extended outages and serious business impacts.

To support the demands of today's business, IT organizations need an effective management platform that streamlines operations and puts time on their side.

One Platform Increases Service Performance

The ShorePatrol Service Assurance Platform is at the foundation of our innovative ShorePatrol Managed Services solution. Now IT organizations can leverage the same powerful capabilities to drive higher service levels within the environment they support internally. The platform is a powerful hybrid SaaS solution that continuously monitors and manages IT environments using patented, appliance-based software that resides securely in a client's data center.

Technologies managed by the platform:

- Collaboration
 - Unified communications
 - Unified contact center
- Enterprise networks
- Data Center

Four Vital Components, One Integrated Support Platform

Monitoring and Automated Event Analysis

The ShorePatrol Service Assurance Platform continuously monitors IT environments with patented technology. Unlike many competitive offerings, the platform's capabilities were designed by industry experts to specifically support associated technologies. The platform understands how each layer of IT infrastructure works, how these layers are connected, and how information flows across these layers to deliver business services. This enables the system to correlate what may be thousands of symptoms thereby eliminating false positives and identifying the single underlying cause that requires attention. With the root cause of current and emerging issues quickly identified, troubleshooting is eliminated and service response is accelerated.

Service Management

Upon determining root cause, an incident ticket is automatically opened in an integrated ITIL-based service management application for action. Advanced workflow logic continuously updates incident details and status, notifies the IT team responsible for the technology, and initiates escalations if response goals are not met. Without the dependency on users reporting issues, engineers can move from taking calls to delivering results.

By unifying comprehensive monitoring and automated event analysis with intelligent service management, the incident management process is optimized to accelerate response, improve workgroup collaboration and productivity, and dramatically reduce downtime that impacts the business. Optionally, clients may elect to integrate the platform with their enterprise service management application to consolidate service management activity.

Analytics

All health monitoring, performance monitoring, and service management data is stored within the platform. This data forms a powerful knowledge base for reporting, analysis and making qualified decisions. In addition, other available ShorePatrol services such as problem management and capacity management leverage this data to drive operational improvements. Intuitive dashboards and status displays supply the insights needed to assess service impacts and support activities.

A ShoreGroup Customer Care Advocate manages the service relationship and conducts routine service reviews to optimize the value that customers derive from ShorePatrol.

Co-Managed Support Strategy

When it comes to the best IT support strategy, one approach does not fit all. IT organizations vary in size, staffing, experience, skill sets, and technologies deployed —and the challenges they face in meeting the high expectations of the business differ. Knowing this, ShoreGroup also offers a unique co-managed option. Utilizing the same Service Assurance Platform, clients manage technologies where internal competency exists, and ShorePatrol Managed Services supports other technologies where beneficial. With this model, IT organizations have the advantage of an extended IT team, end-to-end status, and complete service visibility.

