

# Phoenix Monitor



Phoenix Monitor is the leading solution for availability monitoring, alerting, and reporting of the iManage suite of applications.

Phoenix Monitor is a flexible solution to actively monitor and alert on the complete iManage solution. Organisations can either manage the alerts themselves (following comprehensive training), or alternatively it can be provided as a fully managed service, with Phoenix continuously monitoring the performance and availability of their iManage environment, ensuring that issues are identified, reported, and resolved. Easily customised to your requirements, Phoenix Monitor empowers IT teams to understand what is happening in their environment in terms of system availability and usage.

Trend analysis will give accurate predictions on when additional resources will be required due to growth of the system or user base assisting with budgeting.

---

## Features

- Proactive 24x7 monitoring can identify potential issues before they impact end-users
- Detailed, real time reporting and analytics
- 'Agentless' design, no additional software required on client servers
- Includes monitoring of Microsoft Windows, Exchange, and SQL servers for all WorkSite dependent services
- Real-time views and dashboards enable administrators to visually track WorkSite system performance and availability
- Fully customizable user interface allows key personnel to focus on technology relevant to their area of responsibility
- In-depth coverage of all iManage components including granular EFS (Email Filing Service) and IDOL reporting
- Specifically tailored by qualified iManage Certified Engineers to monitor key underlying processes and performance metrics
- Powered by Solar Winds – the market leader in server and applications monitoring
- Optional fully managed and maintained by Phoenix 24x7x365 with remote diagnosis and resolution of issues by qualified iManage Certified Engineers

## Benefits

- ✓ Reduced dependency on in-house support staff
- ✓ Reduced cost of and time to issue resolution
- ✓ Can be rapidly deployed for immediate ROI
- ✓ Maximise uptime and reduce business interruptions
- ✓ Trend analysis and reporting to assist with strategic planning and budgeting
- ✓ Contractual SLAs to meet the needs of the business

---

## About Phoenix

Phoenix is a global technology business and market leader in Enterprise Content and Email and Document Management, serving more than 300 customers from offices across five continents with a 24 x 7 Service Desk. As the preeminent global iManage partner with extensive expertise in implementations, upgrades, training, development and support, Phoenix has developed numerous innovative products that help clients get the most from their iManage investments.