

Cimbax ServerWatch™

SQL Server monitoring for Microsoft Partners and clients

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serverwatch™

Product overview

Server support is a mission critical process for almost all businesses. The levels of security and redundancy required, along with the complex planning and training issues make it an expensive and demanding operation. Many organizations will turn to their Microsoft Partner to provide the expertise and possibly even the resource to support them.

Microsoft Partners can turn to Cimbax ServerWatch.

ServerWatch is designed to help Microsoft Partners establish their own outsourced SQL support practice. With unrivalled access to Cimbax trained developers and DBA's in the UK and the Ukraine, Cimbax can build a fully operational and skilled support centre. Once complete the centre can be handed back or operated on a license by Cimbax personnel.

Key benefits

- Balance UK and Ukraine resource
- Highly skilled team available
- Fully branded to suit clients
- Maximum cost effectiveness
- Doesn't distract from core business development

3 Stream methodology

The initial 12 month set up program is managed using the unique Cimbax 3 stream methodology. These overlapping streams cover the major phases of Discovery, Support and Training as shown below:

Stream 1: Discovery (Building an asset dictionary)

- Audit of existing servers
- Health check analysis for best practice
- Proposal for disaster recovery
- Security

Stream 2: Support (Monitoring servers)

- Performance
- Capacity planning
- Change management
- Hotfixes
- Application patching

Stream 3: Training (Identify requirements and providing resource)

- Database modeling/design
- Basic SQL
- Advanced SQL
- Stored Procedures
- Message Queuing
- Tuning

Additional Features

- Skilled DBA onsite for the first 3 months of development.
- 24/7 monitoring from Ukraine with VPN and online dashboard.
- English speaking support line.
- Prioritized response times & associated costs.
- Onsite support, with guarantee, available 24/7

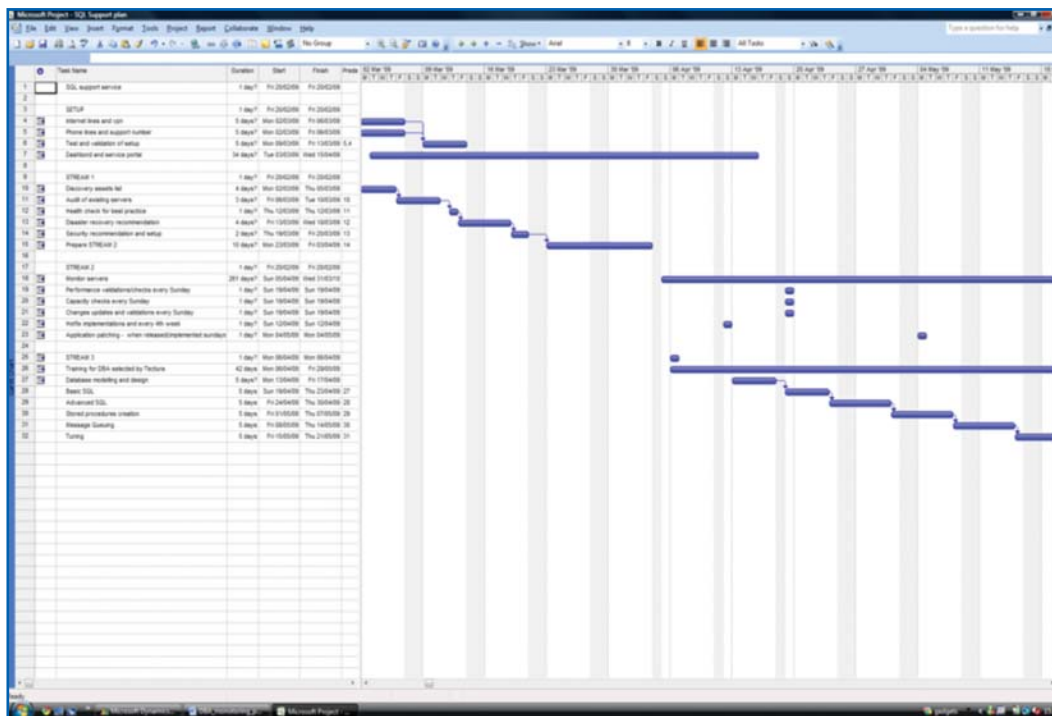
About Cimbax

A Microsoft Gold certified partner in its own right, Cimbax has 200 associates and 17 permanent employees. Cimbax exists to support and accelerate Microsoft Partners business's in three areas:

- **Capacity** supplying additional skilled resources
- **Productivity** with a range of tools for AX, NAV & CRM
- **Revenue** with a white label Accelerated BI solution.

All Cimbax professionals are fully qualified to provide services within Microsoft Dynamics AX, NAV, CRM, BI and SQL/Oracle.

The company has its main office in London with a development and service centre located in Kiev, Ukraine. A new office in Holland is planned for July.



The Cimbax 3 stream methodology



For further information call +44 20 3189 2090