



AUTOMATION, MANAGEMENT, MONITORING & REPORTING. A 24x7 TECHNOLOGY SERVICE

Central to OryxAlign's managed technology service is a world class management, monitoring & automation platform that enables the delivery of intelligent & powerful IT services which ensures infrastructure is not only supported 24x7, but optimised to its full potential.

TECHNOLOGY AT A GLANCE

OryxAlign's remote monitoring & management (RMM) platform is deployed via agents which collect the granular details of all devices on the network in order to report on their availability and status.

Our RMM platform delivers powerful IT services automation, self-heal, asset management & enterprise reporting all managed via a single interface.

KEY BENEFITS

- Infrastructure monitoring & alerting
- Automation & self-healing
- Automated patch management
- Asset management & discovery
- Performance reporting
- Integrated security & anti-virus engine
- Infrastructure auditing
- Integrated remote control

Remote monitoring & management (RMM) technology and managed services are sometimes thought of as one and the same. The distinction between the two is an important one for choosing a complete RMM solution that will meet your immediate and future needs.

Managed services is not a technology: it is a business model which defines how services are delivered with a predictable expense. Efficiencies in managed services are realised by delivering services remotely in an automated fashion using RMM technology which include features such as automation, remote control, monitoring, remote management and reporting.

AUTOMATION

OryxAlign's RMM platform delivers IT automation which is the key to delivering our managed services effectively and efficiently while optimising our clients' network infrastructure.

Our automation policies are captured in unique Runbook's based on industry best practices which provide a foundation for a scalable, consistent & repeatable service delivery model. Our Runbook's eliminate dependence on tribal knowledge and the worrisome vulnerability this creates - and equips our service delivery team with a play-by-play recipe for achieving standardised, scalable IT processes.



ABOUT ORYXALIGN

OryxAlign is a thriving and vibrant managed technology services provider, with client happiness at the heart of our business. With decades of combined experience, we remove the stress and strains of IT by delivering efficient, practical and affordable managed technology services.

We work as your IT partner, not as an outsourced provider.



KEY FEATURES OF OUR RMM PLATFORM

INTELLIGENT INFRASTRUCTURE MONITORING & ALERTING

- Monitoring & custom threshold alerting of the entire IT infrastructure
- The ability to monitor a broad range of services on any device with an IP address
- Centralised management of all devices from a single interface
- Integration with advanced ticket management ensures alerts are dealt with according to strict SLA's

AUTOMATION & SELF-HEALING

- Ensures all IT services are delivered to a common standard using scalable, repeatable processes
- Creation of an automation object library with pre-defined & tested automation objects and IT processes
- We eliminate the need to write time consuming and quickly outdated scripts to automate routine tasks and processes
- Allows us to achieve new levels of efficiency & productivity whilst delivering high infrastructure availability

AUTOMATED PATCH MANAGEMENT

- Automated & scheduled patch management of Windows OS, Windows apps & 3rd party apps
- Ensures that our client devices are fully up to date with latest tested patches
- Monthly patch reports delivered with graphical patch report status per device.
- Drives high efficiencies in engineering resources and time as it eliminates any manual engineering work.

ASSET MANAGEMENT & DISCOVERY

- Agent & Probe discovery techniques which collect granular details of all devices on the network.
- Auto-classification and assignment ensures that new devices are never missed.
- Hardware warranty management & software licence key reporting
- Continuous IT estate inventory management & reporting

PERFORMANCE REPORTING

- Produced monthly as part of the OryxAlign managed services offering
- Comprehensive business reporting for capturing key metrics on critical IT activities and processes
- Over 45 pre-built infrastructure & compliance reports
- Executive reporting with industry leading scorecard and dashboard-style graphics to visually present data

INTEGRATED SECURITY & ANTI-VIRUS ENGINE

- Integrated Security Manager based on AV Defender built on the award winning Bitdefender® Internet Security platform.
- Dashboard reporting and single management interface of anti-virus status
- Monthly AV status reports showing exactly what is being protected and the update status.

INFRASTRUCTURE AUDITING

- Reducing the cost of security and compliance by automating configuration auditing and vulnerability management
- Automate configuration compliance & reporting to cut report creation and delivery costs
- Comprehensive reporting packs to help organisations assess their environment against the requirements mandated in a broad range of regulatory compliance specifications.
- Simplify assessments and lower cost with a single solution that provides non-intrusive, scalable remote scanning that will not impact business assets or operations
- Distributed scanning and reporting of all discovered assets, compliance violations and vulnerabilities into a single management console

INTEGRATED REMOTE CONTROL

- Attended or unattended remote control to any device within seconds.
- Allows end users to request control without any pre-installed software needed.
- Highly secure delivery chain from login authentication to session communication over 256-bit AES encryption.