Remote Monitoring

Remote monitoring is an application that allows users to manage an entire estate of sites from any location.

Each device (kiosk / PC etc.) has a unique IP address which can be registered with the central location and can therefore be monitored. This allows such devices to be interrogated from the central location for diagnostics purposes and also for uploading or downloading data.

Simple interface

Touch4 Remote Monitoring allows you to easily manage the health of the most critical business systems. Our tools help you avoid the risks of expensive remedial action and reputational damage by proactively monitoring your server and workstation security, hardware and disk performance, applications and bespoke software.

Maintenance

When it comes to routine IT maintenance, automation is the heart of business efficiency. Via Touch4's integrated Dashboard, not only are you able to view detailed information about your hardware assets from one single interface, you can also deploy software patches, manage antivirus updates and implement various other automated tasks and custom scripts.

System alerts

Viewing and alerting options help you stay on top of the networks you manage round the clock in a way that suits you best. You can be alerted to issues with instant email and SMS notifications. You can also view the status of all of your estate with the online Dashboard on your PC or on a large screen in your office.

Key product features
- Central Management Console & Dashboard
- Visibility of all satellite devices
- Indication of devices switched off / on (e.g. Traffic Light Solution – Green / Red)
- Remote interrogation
- File management
- Updates & configuration
- Alert system
- Reporting tool
- Event logging