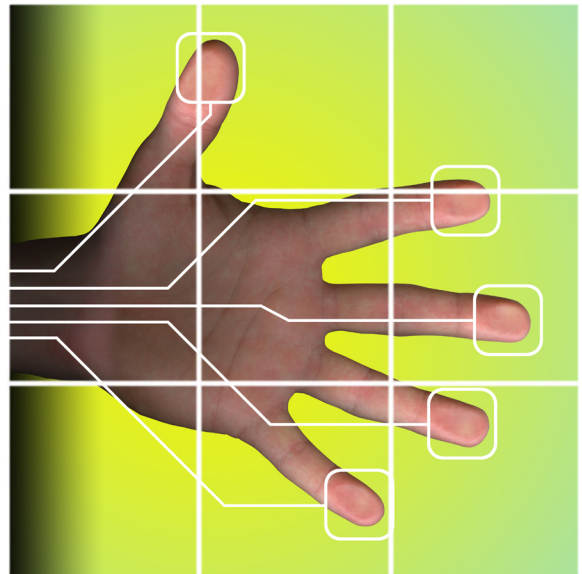


## Site Management

Whether your systems are located at your own premises, or hosted at the M9 Systems state-of-the-art data center, our technicians and engineers assume all (or select) non-core, yet vital, tasks related to the operation and maintenance of your systems.

Easily integrating with your existing staff our team provides valuable on-site and remote expertise for both Network and Systems Administration tasks. For example:

- Responding to problems experienced by users
- Manage user accounts (including provisioning new users), file systems, networking and system logs
- Monitoring server/database health and tuning accordingly
- Patch management
- Review historical trend data to proactively address performance and capacity for growth
- Email system management
- Hardware maintenance and support
- Configuration management to promote consistency and track change



With years of experience on production system administration for leading applications, web servers, databases, and network infrastructure, M9 Systems identifies and resolves issues that many administrators would overlook. We address issues before they are problems, avoiding unscheduled system downtime.

An intangible cost-saving in addition to the tangible cost-savings from reduced staffing.

The Gartner Group estimates that the purchase price of a computer system constitutes just 20% of the total cost of the system throughout its lifetime. The remaining 80% of TCO is lost on system support and maintenance costs. No wonder when the annual cost for in-house system administration staff managing just 10 servers, including an Oracle or Microsoft SQL deployment, can easily top \$300,000+ for 24-hour coverage.

Couple this to our [24x365 Monitoring, Backup & Restore, Load Balancing](#) and [Storage Management](#) services to truly run your IT infrastructure at maximum profitability and at maximum performance levels.

### The Benefits:

**Reduced staffing**  
**Reduced operations costs**