

# A STUDY IN SUCCESS

## Fortuity Case Study

**TITLE - Remote Monitoring.**

**CLIENT - A Brennan & Co.**

### Account Background

A. Brennan & Co. have been a client of Fortuity's for over ten years. They have a total of 5 network users and have an "on premise" Small Business Server.(SBS)

### Previous Situation

Prior to taking out our remote monitoring service from Autotask, A. Brennan & Co. relied on our monthly maintenance check to ensure their network was operating correctly.

### Concerns

The concern with this situation was that if their IT infrastructure degraded in performance at any time, it would only be highlighted on a monthly interval.

### Solution

When A. Brennan signed up for our remote monitoring service they immediately had a real time monitoring solution from Fortuity. Any degradation or change in performance in their IT infrastructure would be identified in real time by our remote monitoring service. Parameters such as Memory & CPU usage, Hard drive performance and available disk space could now be monitored in real time. On one occasion our remote monitoring platform generate a ticket to our CRM platform highlighting a degradation in the performance of one

of the hard drives on their server. Following an investigation by one of our engineers we identified that the hard drive was at risk of failure. Within an hour, one of our engineers was onsite with a replacement hard drive that we swapped out with disruption or down time.

### Summary

On this occasion we were able to avoid significant cost and potential down time for our client. If we were not able to identify the defective hard drive in advance of a full failure the hard drive would have failed and possibly caused significant down time.



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