



**Totally Services gets perfect monitoring insights with Site24x7**

# The Customer

Since 2008, Totality Services, an IT support company, has provided London's small businesses with end-to-end IT services, including hardware purchase and set up, remote and on-site support, and cloud data backup. They boast a 100 percent customer retention rate, since inception.

Totality Services supports its clients using innovative, high quality systems and support, which many blue-chip businesses take for granted. For client businesses, this approach results in increased productivity and profitability, reduced costs, and greater convenience, allowing them to focus on key business tasks rather than problematic IT.



## Business Requirement

Pedro Martins, director at Totality Services, wanted a robust yet cost-effective solution that could monitor all his clients' systems and platforms and immediately notify him of any downtime. He wanted all critical information summed up intelligently in a single, intuitive dashboard that could give him quick insight into the status of his various monitored resources. He wanted the monitoring system to be simple, yet all inclusive, and with great reporting functionality.

## Why Site24x7?

Martins had not tried any other solution prior to Site24x7, which he came across while researching on Google for a robust all-in-one monitoring solution. Since then, Site24x7 is the only solution that Martins refers to for accurate and real-time monitoring insights.

The primary reason Martins has continued using Site24x7 for all his monitoring requirements is the wide range of functionality it offers, at a fraction of the competition's price.

## Site24x7 in action.

Prior to Site24x7, Martins found it challenging to monitor clients' core hardware and stay on top of performance issues. Since using Site24x7, Totality Services can monitor the resources in real time and manage any issues before end users are impacted. This has resulted in better management and improved client relations. At Totality Services, IT engineers predominately use Site24x7 to monitor all the clients' systems and platforms.

# Site24x7 benefits at a glance.



**Functionality:** Easy-to-use UI, with the ability to monitor resources from a mobile device.



**Real-time alerts:** Instant alerts keep Totality Services on top of downtime, before end users are affected.



**Intuitive dashboard:** All-in-one monitoring dashboard that makes it easy to track the status of all resources in a single console, without the need to refer to various monitoring solutions for different insights.



**Insightful reporting:** Site24x7's exhaustive reports help to understand the metrics that matter the most.



*Site24x7 is a great product which we rely on, with a great cost model that allows us to grow our IT as we grow.*

*- Pedro Martins, director, Totality Services*

## About Site24x7

Site24x7 offers unified cloud monitoring for DevOps and IT operations. Monitor the experience of real users accessing websites and applications from desktop and mobile devices. In-depth monitoring capabilities enable DevOps teams to monitor and troubleshoot applications, servers and network infrastructure including private and public clouds. End user experience monitoring is done from 50+ locations across the world and various wireless carriers.

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