Itheon Ltd and Microsystem Support Partner for Multi-Platform Systems Monitoring and Management Solutions.

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Itheon, a division of the Blue Chip Customer Engineering Group, and Microsystem Support today announced the partnership for the iAM suite of multi-platform systems monitoring and management solutions which are designed to ensure high availability of business services.

Microsystem Support have been involved in the design and implementation of practical, high-quality solutions that brings clear, measurable benefits to the business for many years and the Itheon solutions dovetail perfectly into those long term goals.

Itheon have been at the forefront of multi-platform systems management solutions since 1987 and have been implemented worldwide to primarily ensure high availability of the business services by monitoring and managing the key components of the IT infrastructure. By ensuring a robust environment for mission-critical applications, it helps to minimise IT downtime helping to maintain high end-user productivity. By spotting application or server problems and automatically fixing them or notifying in real time, the solutions greatly benefit the business regardless of size.

Microsystem Support have added the Itheon Solutions to their Software Tools and Services to manage your IT Infrastructure thereby reducing or in some cases eliminating the need to retain specific skill sets in-house. By combining the years of development and deployment of these solutions with the years of expertise in the field of Systems Management the partnership is designed to offer customers the highest level of service combined with a real understanding of the intricate requirements of different businesses.

"Companies are looking at cost reduction whilst continuing to provide a resilient, agile and highly available IT infrastructure. The automation of the infrastructure is essential to achieving those goals and the partnership with Microsystem Support provides the expertise to suit our solutions perfectly" said Mark Brierley, Strategic Business Manager for Itheon Ltd.

The partnership is based on a long standing relationship between the two companies and will allow for companies to benefit from an all round service offering.

The solutions include:

iAM:Servers (formally RoboMon).
Flexible and scalable multi-platform server and application monitoring and automation that enables the rapid resolution and management of IT issues before they impact the business. The solution also lowers the effort of problem resolutions by Including escalation and automation of your first line triage.

iAM:Consoles (formally RoboCentral).

Centralised and agent-less console monitoring and management of IT infrastructure to enable distributed systems to be managed and monitored effectively from a single location, thereby reducing potential downtime or impact from system incidents.

iAM:TotalView.

Business Service Management (BSM) visualisation with a single pane of glass that ensures the TRUE impact of IT issues that affect the business they support are understood as they occur. The solution is fast, wide ranging, easy to install and manage, yet capable of adapting to small, medium and large enterprise requirements.

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