Dawn Patrol

Proactive IT Monitoring for your Peace of Mind

Huon IT is an Australian IT consultancy firm specialising in proactive, round-the-clock monitoring of business critical IT systems. Undetected IT interruptions could be detrimental to your bottom line and your reputation – how well could your business persevere through an IT disturbance?

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Keep an Eye on Your IT, Day and Night

In a perfect world, your business would never encounter an IT setback. But in reality there are so many factors – hardware failures, software glitches, data corruption, security breaches, power blackouts, network interruptions, and even temperature control – that can suddenly bring your business to a grinding halt.

Stay a step ahead identifying and managing IT-related setbacks with the IT monitoring service, Dawn Patrol:

- **6am Dawn Patrol Service** – Manual system monitoring, reporting and escalation performed each business weekday from 6am.

- **24x7 Monitoring** – Automated round-the-clock system observation, including weekends and holidays.

- **Proactive Backup Monitoring** – Performed manually by a Huon IT consultant each business weekday to identify and escalate any failures. You can elect to receive a daily verification email, or prefer to only be notified in the event of failure.

- **Customised Action Plan** – Clients have full control over what protocols are to be followed in the event of an issue:
  Escalation Protocol – how do you want to be contacted, and when?
  Resolution Strategy – would you like our consultants to resolve the problem, or escalate it to your in-house IT team?

- **Affordable** – Peace of mind can be yours while you rest assured your critical IT systems are pre-emptively analysed all the time, day or night.

Benefits for Business Managers	Benefits for In-House IT
■ Expert monitoring without the staff overhead	■ Proactive identification of issues
■ Minimise risks and downtime	■ Reclaim your sleep and weekends
■ Safeguard company assets	■ Second set of eyes by seasoned experts
■ Professional, 'need to know' reporting	■ Your time freed up to work on other projects

Out of Sight, Peace of Mind

When you use Huon IT's Dawn Patrol monitoring service, real IT professionals remotely audit your systems and network continuously, especially in the critical hours before your doors open for business. Trained to detect problems early, our consultants understand the implications of errors, immediately prioritising and accelerating resolutions.

Huon IT's Dawn Patrol monitoring services remove the uncertainty of possible IT and network problems, ensuring your business is ready for the day ahead. With your systems monitored day and night, most problems can be caught before they lead to costly downtime.
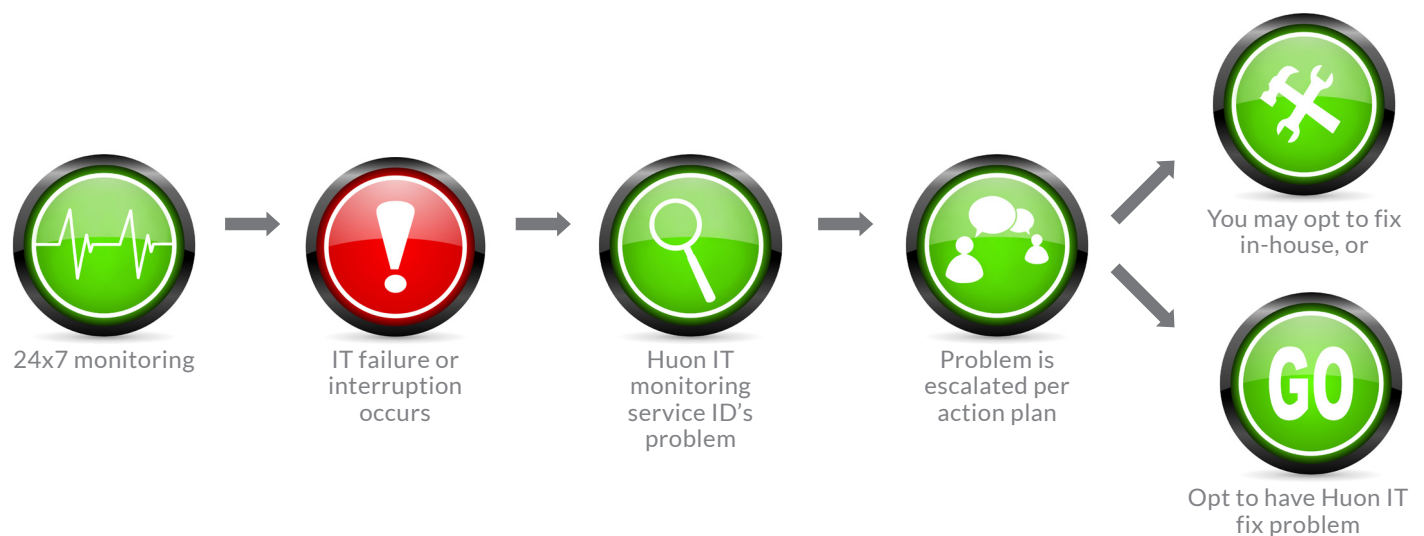
First Response is Crucial

Be informed about IT issues even before your staff have stumbled out of bed. Day or night, we can detect a range of problems including:

- Failing hardware
- Virus and security breaches
- System overloads or capacity issues
- Software errors
- Backup failures
- Temperature control
- Network errors
- Internet connectivity issues
- Data corruption

Service at-a-Glance

- 24x7 IT systems monitoring
- No capital investment required
- Backup verification
- Customised action plan
- Early detection of potential problems
- Proactive backup monitoring
- Obligation free
- Peace of mind
- Escalation strategy

24x7 monitoring → IT failure or interruption occurs → Huon IT monitoring service ID's problem → Problem is escalated per action plan → You may opt to fix in-house, or / Opt to have Huon IT fix problem

"We've been using Dawn Patrol for years. It monitors our system 24x7, plus the Huon team run a manual check at 6am each business day which gives me extra confidence.

There's been countless potentially serious issues that have been detected overnight or on weekends, and fixed before our staff even arrive at work – avoiding costly downtime. For such a low price per day, it's an absolute no-brainer and we wouldn't want to operate without it."

Kim Warner, IT Manager

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