



IT Services

ONEInsight

All your Assets and Services in ONE Place

With ONEInsight, we provide you with an asset management portal that gives you a clear and effective overview of your systems. The portal lays the foundation for high-quality, individual and first-class services. Manage efficiently, monitor seamlessly and optimize to the maximum with ONEInsight!

Core functions of ONEInsight



Central data management

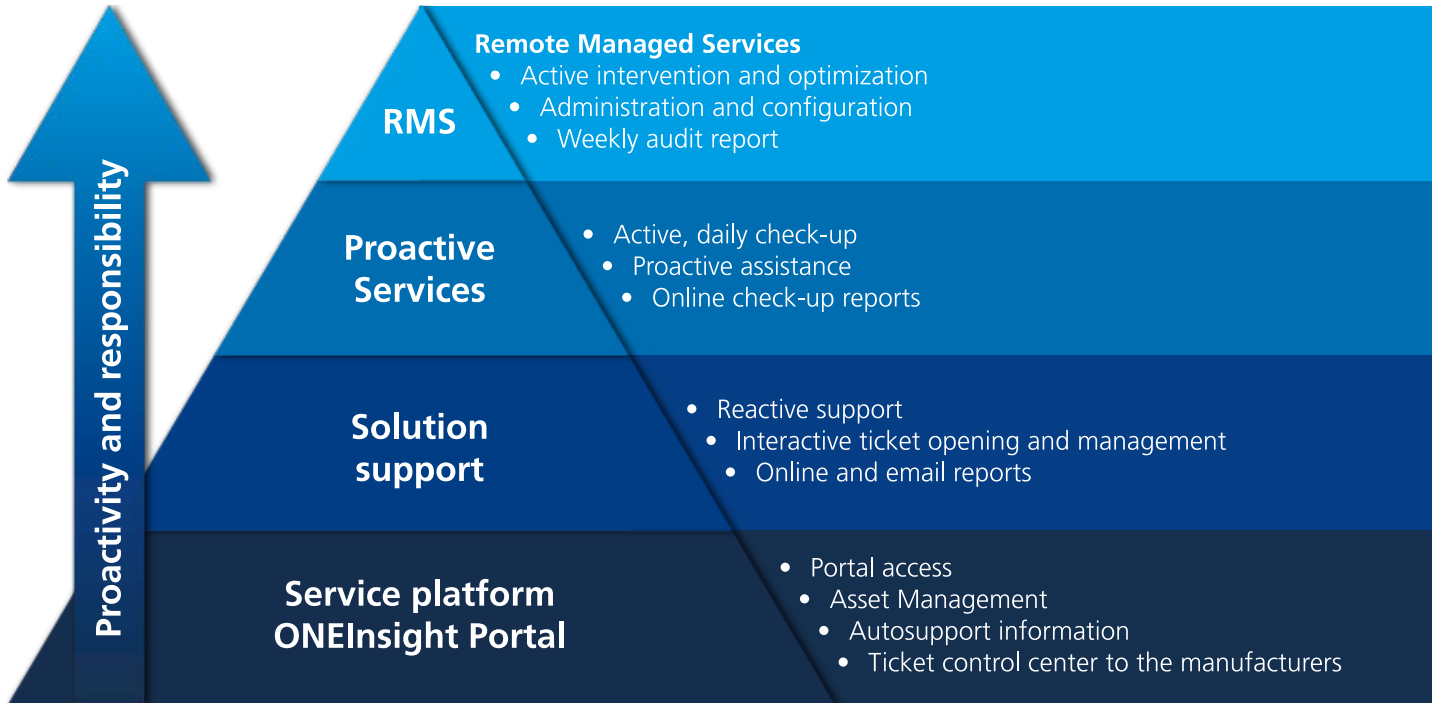


Maintenance and repair management



Compliance and risk management

Our services

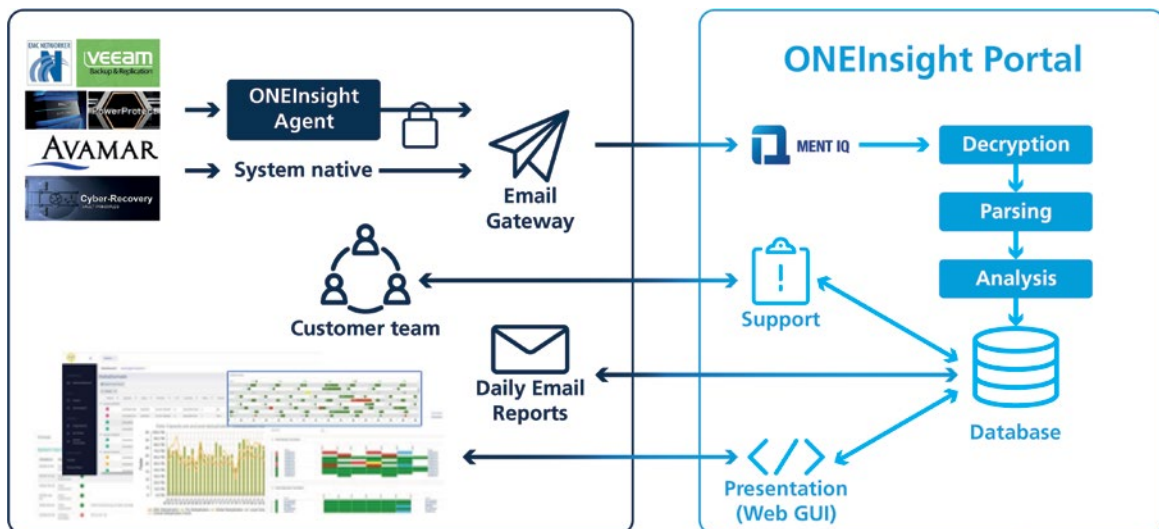


Service platform

Our service platform enables rapid implementation of customer requirements and continuous expansion of supported products. It offers 24/7 availability, integrated dashboards for system health and error reports, asset and user management as well as ticket processing and individually configurable e-mail reports.

Autosupport

Our Autosupport proactively checks your infrastructure on a daily basis, provides up-to-date information and detects faults at an early stage using modern tools such as predictive analysis in order to avoid outages.



Solution support

Our comprehensive solution support ensures the functionality of your entire environment, including backup and storage solutions. We offer you reactive support, the dual control principle and a single point of contact for effective problem resolution, even if the cause is not directly in the backup or storage environment.

Proactive services

Based on our solution support, we offer increased proactivity and take on additional responsibility in the support process. Our employees check the status of your systems on a daily basis using ONEInsight and document the results. If necessary, we contact your contacts to create a processing plan and aim to prevent problems through early detection.

Remote Managed Services

Our Remote Managed Services offer customized support and assumption of responsibility. We offer vacation replacements, temporary administrative activities and the complete operation of your data management systems. Proactive support is an integral component and is defined in a customer-specific service description.

The advantages of ONEInsight

- All assets at a glance
- Complete asset information
- Current and future storage consumption and predictions of maximum and bottleneck capacities
- Early detection of potential IT costs
- Efficient and economical operation through „data usage forecast“

Contact us

Would you like to benefit from an asset platform at the highest level, or do you have specific questions about ONEInsight? Contact our IT experts for a non-binding initial consultation:

E-Mail: sales@medialine.com

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