



**Next-gen IT services** - controlled IT services aimed on innovation

**IT service management** - control of IT services according to ISO standards

**Business continuity** - providing operation of the company and IT services even in critical cases

**Remote management** - remote systems management through the Internet

**Image to virtual machine** - restore of a virtual machine from backup

**Full Metal Recovery** - restore of system from backup to a blank server

**Incremental Backup** - backup of data that has changed since the last backup

**Easyclick** - simple entering of requests to Helpdesk C-Desk

**Prepaid lump fees** - control of IT services usage

**Packet loss** - causes connection outages at low transfer quality

**Disk activity** - indicates writing on hard drive and work with computer

**Last online connection** - last contact of CM client with the CM server

**RAID status** - current state of RAID field

**Email loop test** - test of sending and receiving of emails

Date:



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**Links**

04/10/2012

[1] [https://www.customermonitor.co/sites/default/files/stock-vector-letters-abc-51096466\\_0.png](https://www.customermonitor.co/sites/default/files/stock-vector-letters-abc-51096466_0.png)

[2] <https://www.customermonitor.co/sites/default/files/slovník-cm.jpg>