

Phoenix Monitor



Morae's Phoenix Monitor is the leading solution for availability monitoring, alerting, and reporting of the iManage suite of applications.

Phoenix Monitor is a flexible solution to actively monitor and alert on the complete iManage solution. Organisations can either manage the alerts themselves (following comprehensive training), or alternatively it can be provided as a fully managed service, with Phoenix continuously monitoring the performance and availability of their iManage environment, ensuring that issues are identified, reported, and resolved. Easily customised to your requirements, Phoenix Monitor empowers IT teams to understand what is happening in their environment in terms of system availability and usage.

Trend analysis will give accurate predictions on when additional resources will be required due to growth of the system or user base assisting with budgeting.

Features

- Proactive 24x7 monitoring can identify potential issues before they impact end-users
- Detailed, real time reporting and analytics
- 'Agentless' design, no additional software required on client servers
- Includes monitoring of Microsoft Windows, Exchange, and SQL servers for all WorkSite dependent services
- Real-time views and dashboards enable administrators to visually track WorkSite system performance and availability
- Fully customizable user interface allows key personnel to focus on technology relevant to their area of responsibility
- In-depth coverage of all iManage components including granular EFS (Email Filing Service) and IDOL reporting
- Specifically tailored by qualified iManage Certified Engineers to monitor key underlying processes and performance metrics
- Powered by Solar Winds – the market leader in server and applications monitoring
- Optional fully managed and maintained by Phoenix 24x7x365 with remote diagnosis and resolution of issues by qualified iManage Certified Engineers

Benefits

- ✓ Reduced dependency on in-house support staff
- ✓ Reduced cost of and time to issue resolution
- ✓ Can be rapidly deployed for immediate ROI
- ✓ Maximise uptime and reduce business interruptions
- ✓ Trend analysis and reporting to assist with strategic planning and budgeting
- ✓ Contractual SLAs to meet the needs of the business

About Morae

Morae Global Corporation, which acquired Phoenix Business Solutions in May 2019, is a market leading provider of digital and legal business transformation in the legal industry. We are purpose-built with former general counsels, law department operations directors, innovative leaders from LPO and eDiscovery firms, top law department management consultants, and senior strategy and technology experts who customize solutions to assist law firms, law departments, and compliance functions in transforming how legal work is done. Morae offices are located across the Asia-Pacific (Bangalore, Hong Kong, Sydney), Europe (Frankfurt, London, Maastricht, Zurich), Middle East (Abu Dhabi), and North America (Chicago, Houston, New York; Washington, D.C.).