

## SERENITY

/sɪˈrɛnɪti/  
noun

The state of being calm, peaceful, and untroubled.

## Achieve SERENITY - pro-active support

SERENITY is our pro-active support service. It simplifies and accelerates the resolution of technical issues, offers a personalised support experience and intelligently monitors any of your Syneto solutions.

IT solutions usually take a reactive approach to system maintenance, responding and resolving issue only after they are reported by the customer. The common scenario is that an IT issue is reported to the support team, who then has to gather all relevant information from the customer and try to replicate the issues. Only after these steps are followed can the problem be solved. This approach is usually a very complex and time-consuming one.

SERENITY, a proactive support service, is Syneto's answer to this problem. With SERENITY, the resolution of technical issues is truly simplified and accelerated. When enabled, SERENITY captures infrastructure diagnostics and proactively alerts Syneto support.



## SERENITY with a simplified support experience

SERENITY, provides diagnostic data to Syneto in order to deliver proactive support. This data is transmitted securely, with no impact to system performance. Critical alerts on your Syneto appliance automatically open a ticket.

The Syneto support team monitors and analyze this data to proactively identify and solve issues. This means that Syneto support engineers can reach out proactively and start working on the problem right away based on existing diagnostic system data.

The whole support experience is truly simplified, minimizing the complexity of the resolution process on the client's side.



## SERENITY with accelerated resolution times

With SERENITY, issues are resolved 40% faster. The service monitors and analyses system data to pro-actively identify issues. Support engineers can intervene even before they become a threat to your infrastructure.

SERENITY allows for pro-active, prompt and fast resolution, requiring little intervention time on the customer's side. By allowing Syneto engineers to intervene as soon as an issue is first detected, potential downtime can be avoided.

## Secure data collection and transfer

SERENITY only collects key diagnostic system data from your Syneto which allows us to simplify and accelerate resolution times. Syneto products will only share basic, system-level information for the purpose of monitoring the health of the solution and identifying potential threats.

This diagnostic data contains no personal information or credentials and it is maintained in a secure Syneto environment. SERENITY does not gather information covering VM-specific data, user data, metadata or credentials.

## The Benefits of SERENITY

- ▲ Simplify troubleshooting and resolution processes
- ▲ Accelerate resolution procedures by up to 40%
- ▲ Protect your IT by solving issues proactively
- ▲ Personalized solutions for each customer's IT issues
- ▲ Proactive monitoring, diagnostics and resolution

Syneto creates technologies which Simplify, Accelerate and Protect IT operations. We take the latest, cutting-edge enterprise IT technologies and combine them with an incredible level of management simplicity and operational agility to deliver uncompromising simplicity, speed and security. A demonstration of how smart IT can be.

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