CHESA
chesapeake systems

Service Level Agreements and Next Generation Monitoring

Maintenance and support are crucial to taking full advantage of your technology investments. Chesapeake Service Level Agreements go beyond the "help desk" to make sure that the advantage is yours, powering your success by augmenting your team without expanding your headcount.

What Happens Between Projects is Critical

The integrated systems environment you have put into place does not remain static. Your workflow is constantly impacted by changes, upgrades, and updates. Chesapeake's Service Level Agreement team brings vast and deep experience across all platforms to your environment, keeping you connected and seamlessly delivering the best possible user experience so your team can perform at the highest level.

What is a Service Level Agreement (SLA)?

Chesapeake's SLAs offer proactive maintenance to update systems and monitor their health, offering a quick response to any issues that arise. Our support team, which is one of the largest and most skilled in the industry, operates as an ingrained member of your organization to manage software upgrades automatically and assist with expansion plans based on activity, reports, and an understanding of the minutiae of your business.

Chesapeake Service Level Agreements Take You Out of the Blame Game

Whether we established your solutions or not, Chesapeake takes ownership of the whole picture, freeing your staff from troubleshooting with multiple vendors and allowing them to focus on their daily duties instead of putting out fires.

Our Monitoring Platform is Your Future Proofing

Chesapeake's next-generation monitoring platform is an ambitious approach to system maintenance, built on the power of data technology. In addition to its predictive capabilities, real-time reporting and alerts keep you abreast of your system's health, and a statistics module displays performance information in a user-friendly format. Chesapeake's Monitoring Platform keeps everything running smoothly and lets you know about problems before they arise.

" We value our relationship with Chesapeake equally for their vast knowledge of industry technology across the spectrum, and their perceptiveness in assessing our unique needs, delivering incredibly valuable services to our organization. "

- Eric Grau
Manager, Media Asset Management Department | *Joyce Meyer Ministries*

How Can a Chesapeake Service Level Agreement Augment Your IT?

- Hardware and software support sold by Chesapeake Systems

- Already-owned IT hardware and software maintenance

- On-site and remote inspections and scans

- File system checks, defragmentation

- Software, firmware and security updates

- Proactive system log reviews

- Predictive maintenance as a service

- Regular and emergency reactive service

- Automated system monitoring

- Workflow monitoring

- Reporting

- Ongoing problem solving

Ready to Discuss How We Can Be Your Media Technology Partners and Workflow Solutions Architects?

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