eHDF launches remote monitoring and management services

eHosting DataFort (eHDF) has announced the launch of Remote Monitoring and Management (RMM) services, an approach to remotely manage and monitor a company's IT assets, at Gitex Technology Week.

Managing and monitoring IT infrastructure in-house can be expensive, stressful and time-consuming. Organisations are finding it increasingly challenging to hire, train and retain IT personnel with specific skill sets across various domains. Therefore, SMEs and larger corporations are opting for a more reliable alternative – partnering with an IT services provider to remotely monitor and manage their IT systems.

Based on customer demand for such services, eHDF has launched a model of onsite and offsite monitoring and management of IT infrastructure, either partially or fully. eHosting DataFort achieves this by installing a probe server at the customer's premises that feeds updates from onsite devices to the master servers at eHDF's data centers in Dubai. These updates are then analysed in real time by eHDF's 24 x 7 services experts who are trained to handle and remotely resolve critical issues. Technical engineers are also available for issues requiring immediate onsite assistance.

Yasser Zeineldin, CEO, eHosting DataFort, said: "For businesses to thrive in an ever-changing and dynamic environment, it is important that their IT infrastructure is available at all times and is regularly monitored, managed and updated to avoid sudden breakdowns. RMM is a proactive service developed after a detailed analysis of IT best practices to enable infrastructure optimisation as critical issues are identified, reported and resolved in real time. In leveraging this solution, organisations can gain peace of mind and access to skilled resources that ensure their IT systems are always up and running."

Gemalto demos Smart City solutions

Gemalto wants to set security free, and Hisham Surakhi, Senior Vice President of Government Programs, Middle East, says that the French company is set to do just that. Gemalto has been participating at Gitex since 2000 when the company established itself in the Middle East. "We saw that Gitex was a very important event for us to participate in," says Surakhi. "It is the main technology show in the region and so we need to take part every year."

For Surakhi, Gitex is more than just a place to show off products. He sees Gitex as a place where people can come together to share new ideas, to collaborate and to bring new thoughts to the industry. "It is a place where people in the industry can meet, work together, and discuss recent successes," he says.

Gitex has grown a great deal in the past 14 years that Gemalto has been involved. "When we first came, Gitex was the place to come show new products," recalls Surakhi, "Now we are bringing solutions, not just products."

The future, says Surakhi, is going to centre around smart solutions for a Smart City. "We are proposing solutions for smart payments, smart travel and smart communication," says Surakhi.

Gemalto will be involved in the evolution toward Smart Cities, and can see that Gitex is evolving as well. "The growth of Gitex is an indicator of the health of the IT industry in the region. The show has grown beyond Dubai, hitting Saudi Arabia as well. One can see that it is an important event."

As the region becomes more robust in terms of IT, Surakhi sees a future where M2M communications are heavily leveraged. "We are in an age where your washing machine can talk to your smart phone," says Surakhi, "Machine to machine communication is becoming very important."

As to their future participation in Gitex, Surakhi is certain they will remain. "Gitex is too important to miss," he says, "of course we will be here next year."