CM View: Keeping Watch Over Your Core IT Systems

Keeping track of your business-critical systems helps to prevent costly and frustrating IT failures – but you can't be everywhere at once. To make life easier, Computer Merchants has developed CM View, a free tool that gives you a consolidated view of what is happening on your systems.

System Status
You can track the health of your most important systems

Monitored by skilled staff
Our engineers track your systems

Support Tickets
Follow the progress of support issues in real time

Free to use
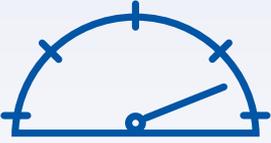No cost – and it is easy to get started

The CM View Dashboard

CM View has an intuitive, easy to use interface that gives you an immediate view of your system status. It uses a traffic light, colour-coded view so that you can quickly see where there are potential issues or matters requiring your urgent attention. Our trained staff review infrastructure issues, and will alert you if they notice a problem.

In CM View, you can also see all support tickets relating to your systems. On any device with a browser, you can tell if a ticket has been raised, and whether it has been actioned and closed. CM View is a quick way to check support status, whether you're in or out of the office.

Need some help to get started? Give us a call!
1800 777 111 | www.computermerchants.com.au

At Computer Merchants, you speak – we listen.

System Status

The CM View dashboard lets you see a consolidated view of infrastructure such as Suse and Red Hat Linux servers, IBM Power Servers AIX and System I, and IBM V7000 storage arrays. Numerous Windows Server, IBM infrastructure, Veeam, vmWare and most vendors' storage arrays will be available on CM View very soon.

When everything is running to plan, the system will show up green on your CM View dashboard. If attention is needed, thresholds are exceeded, or a future issue has been identified, an orange heading will alert you that action may be needed. Where urgent attention is needed, your infrastructure will be red-lighted. Where we see an orange or red status, our trained staff may call or email to check if you need assistance.

Support Tickets

CM View is linked in to Computer Merchants' support system, so you can see where a support ticket has been raised to address any issues. You can choose to take a closer view at the support status of any ticket. You can also open a ticket if you need support to address any infrastructure issues that CM View identifies.

You can see any activity related to your support ticket, and you can request an update via a quick link. All notes and updates are available for you to see – you get the same view as our engineers.
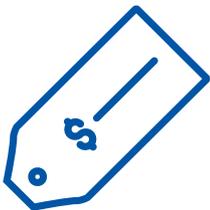
Monitored by Skilled Staff

You can't do everything at once – but you can always have someone watching over your systems. With our team of skilled staff continually monitoring your systems, CM View gives you an extra layer of support to identify potential problems. We'll alert you when you need us to.

You don't have to alter your existing arrangements to use CM View – your team can keep monitoring your systems, the same way they already do. With both your team and our engineers keeping an eye on things, your system health is in good hands.

Free to Use

Our specialists will configure your systems to CM View for no charge. Our support team will then watch for alerts and notify you of any events we detect. If a system is behaving differently, or we identify an issue that could impact performance or availability, we'll tell you. We act as an extra layer of monitoring along with any activity you already undertake.

If you need expert resources to resolve any issue, we will offer our services under your choice of service agreement. Computer Merchants flexible service options range from one-off support to ongoing pre-paid or flat-rate agreements. However, there is no obligation to use our services.

The Computer Merchants support team is ready to help you to get the most from CM view. Our trained engineers have a wealth of experience in monitoring system health to get the best results.

Ready to get started? Call our friendly team today!
1800 777 111 | www.computermerchants.com.au