Utopia Monitor: Full Service Support

Proactive Monitoring of all Lanes. Utopia Monitor allows our support professionals to know the status of your lanes 24/7. If there is a problem, we will know immediately and begin steps to resolve the error. Accessed over a VPN to ensure privacy and security.
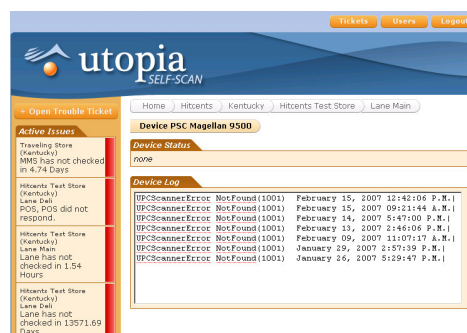

Remote Resolution. Utopia Monitor allows certain steps to be taken remotely, without interrupting front-end operations. Each individual piece of hardware can be reset and power-cycled, enabling a potentially time-consuming and tedious task to be completed in seconds. If the error cannot be resolved immediately, the store will be contacted and made aware of the situation.

Integrated Ticketing System. Your managers can receive a username and password to view the Utopia Monitor from any location with an internet connection. This will allow them to see the current status of their stores, and open trouble tickets that will be assigned to one of our support professionals.

Hardware Lifecycle Management. A complete history is kept of all errors that occur. If a specific component of hardware begins causing issues more frequently than normal, preventative maintenance can be scheduled.