

Systems Management




The new way to manage, monitor and support IT systems

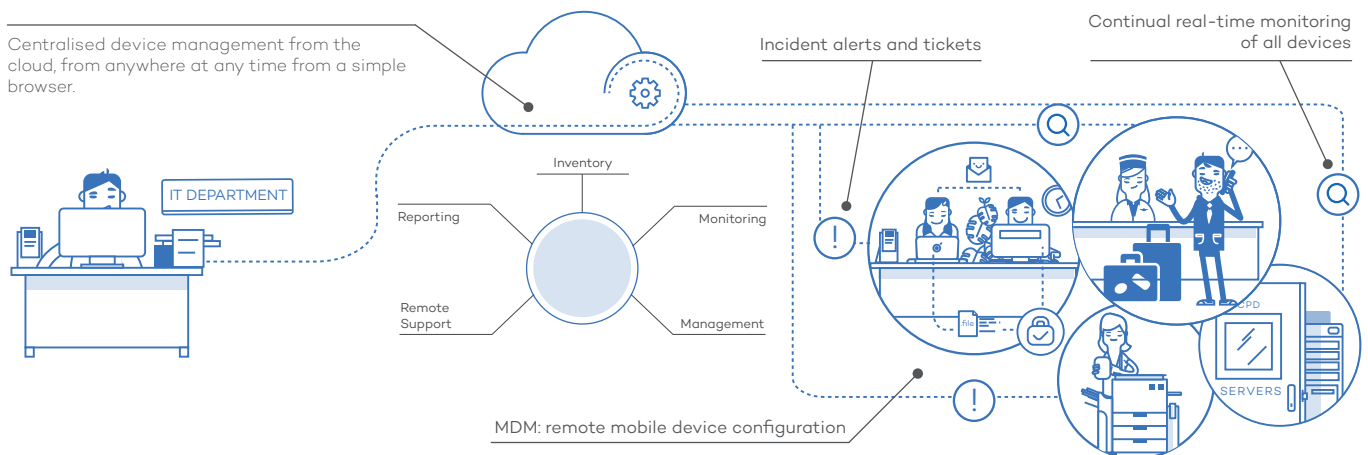


MANAGE YOUR IT INFRASTRUCTURE SIMPLY AND PROACTIVELY WITH A RAPIDLY INTEGRATED SOLUTION

Systems Management is the easy and affordable way to manage, monitor and maintain all your organisation's devices, whether they are in the office or remote locations. Thanks to the simplicity offered by the pre-configured settings, the learning curve is practically non-existent, and it ensures that the organisation's IT infrastructure operates exactly according to plan.

Why opt for System Management?

-  It frees up your IT team to concentrate on value-added projects
-  It resolves problems proactively
-  It enhances support for new technologies and encourages adoption of BYOD



FEATURES

- **100% cloud-based solution:** No additional infrastructure. Manage all devices at any time and from anywhere.
- **Secure access to the service:** Two-factor authentication to verify identities. Encrypted communication with the server.
- **Manage devices using an ultra-light agent** for Windows, Linux, Mac OS X, Android and iOS, and via SNMP with no agent for printers and other network devices.
- **Alerts and monitoring:** Monitor use of CPU, memory and hard disks, printers low on ink etc., with real-time graphs and alerts.
- **Rapid tasks and scripts:** Create your own scripts, or download them from the ComStore online and schedule launches or program them to launch automatically in response to alerts.
- **Patch management:** Automate the deployment of updates and patches for the software installed.
- **Software deployment:** Centrally deploy software and updates.
- **Remote access:** Task management, file transfer, registry editor, command line, event log, etc. Repair devices without interrupting users, even if they are switched off. Access to user's desktops – either shared or with complete control.
- **Tickets system:** Organise, classify and prioritise incident resolution. Share and reuse technical procedures for resolving problems.
- **Manage smartphones and tablets (MDM):** Establish password policies, control over use of the device, remote connectivity settings, remote locking and data wiping.
- **Security certificates:** FISMA, SAS70, ISO 27001 and PCI DSS.



TAKE CONTROL OF IT: ASSET MANAGEMENT

Control your devices:

- **100% granular visibility of the devices you manage**
- Stay up-to-date on your IT environment and changes
- Keep a check on the hardware and software installed and in use

STOP FIRE-FIGHTING AND REDUCE YOUR IT COSTS

Cut out repetitive tasks and phone calls; be proactive:

- The **real-time alerts** let you identify printers low on toner, servers with little disk space and many other problem indicators
- **Automate** repetitive tasks
- The **events logs** display information for each device
- Patch management to keep all devices up-to-date

KEEP IT CENTRALISED AND SIMPLE

Manage your IT resources from a single Web console with all the information and tools you need:

- Cloud-hosted; **with no additional infrastructure**
- **Manage all your devices** no matter where they are at **any time** and from **anywhere**
- Almost non-existent learning curve

OFFER USERS THE BEST SUPPORT EXPERIENCE, NO MATTER WHERE THEY ARE

Drastically reduce calls to support:

- Monitor and deliver **remote support** to all devices, even if they are switched off
- Use diagnostics and **non-intrusive problem resolution** to increase productivity

Evaluate productivity:

- See **who's done what** at what time and with what device, etc
- **It lets you see** reductions in downtime and support time
- Identify problematic hardware/software

DON'T LOSE SIGHT OF YOUR SMARTPHONES AND TABLETS

A single tool lets you monitor and manage all your mobile devices:

- Locate stolen devices and prevent loss of data when devices are lost or stolen with password protection and remote data wiping
- Improve device security by setting standards for the passwords chosen by users. (*)
- Block non-productive features (installation of games and apps, use of cameras, movies, etc.) (*)
- Centrally configure VPN and Wi-Fi settings for all devices. (*)

(*) Available for iOS platforms

TECH SPECS

For Windows

- Windows XP and Vista (32-bit & 64-bit editions)
- Windows Server 2003 and 2003 R2 (32-bit & 64-bit editions)
- Windows Server 2008 (32-bit & 64-bit editions)
- Windows 7 and 8 (32-bit & 64-bit editions)
- Windows Server 2008 R2 and 2012 (64-bit edition)
- (*) Windows Installer 3.1 and .Net Framework 2.0 required

For Apple Macintosh

- Apple OS X 10.6 (Snow Leopard), OS X 10.7 (Lion), OS X 10.8 (Mountain Lion), OS X 10.9 (Mavericks), OS X 10.10 (Yosemite)

For Linux

- Red Hat 5.x and later
- Fedora 19.x and later
- CentOS 5.x and later
- Debian 5.x and later
- Ubuntu 11 and later

For smartphones and tablets

- iOS 6 and later
- Android 2.3.3 and later

Compatible browsers

- Internet Explorer 7
- Chrome
- Firefox
- Opera
- Safari