Systems Management

The new way to manage, monitor and support IT systems
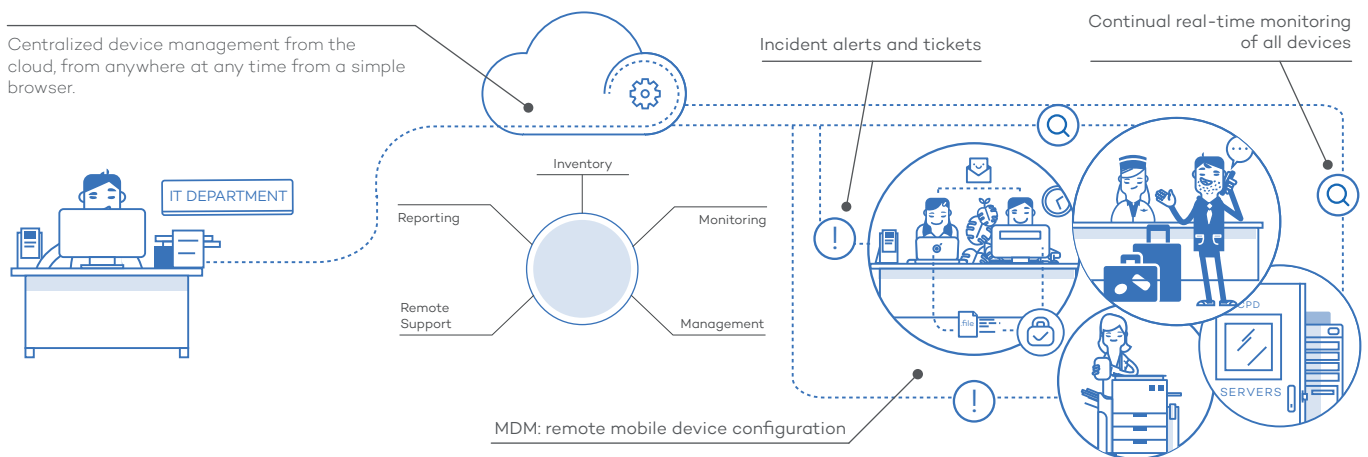
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MANAGE YOUR IT INFRASTRUCTURE SIMPLY AND PROACTIVELY WITH A RAPIDLY INTEGRATED SOLUTION

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

Centralized device management from the cloud, from anywhere at any time from a simple browser.

IT DEPARTMENT

Inventory

Reporting

Remote Support

Monitoring

Management

Incident alerts and tickets

Continual real-time monitoring of all devices

SERVERS

MDM: remote mobile device configuration

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.

- **Management via an extremely lightweight agent** for Windows, Linux, Mac OS X, Android and iOS devices.

- **Agent-free management** of printers and other network devices (routers, switches, etc.) via SNMP, WMware ESXi (with the vSphere client) and MS Hyper-V.

- **Alerts and monitoring:** Monitor use of CPU, memory and hard disks, printers low on ink etc., with real-time graphs and alerts.

- **Make full use of our COMSTORE** where you will find hundreds of monitors for applications such as Exchange, SQL and IIS, backup services, etc. Tools for freeing up disk space and many other options.

- **Rapid tasks and scripts:** Create your own scripts or download them from our ComStore. You can also modify them to suit your needs and launch them.

- **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:** Organize, classify and prioritize 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

• Monitoring of mail servers, backup services, network devices, etc. to improve your company's productivity.

KEEP IT CENTRALIZED 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 workstations / file servers

- Operating systems (workstations): Windows XP SP2 and later, Vista, Windows 7, Windows 8/8.1 (32 and 64 bits) and Windows 10 (32 and 64 bits).

- Operating systems (servers): Windows 2003 (32, 64 bits and R2), Windows 2008 32 and 64 bits, Windows 2008 R2 (64 bits), Windows Small Business Server 2011, Windows Server 2012 (64 bit and R2).

(*) Windows Installer 3.1 and .Net Framework 2.0 required.

For MAC workstations / file servers
- Mac OS X 10.6 Snow leopard
- Mac OS X 10.7 Lion
- Mac OS X 10.8 Mountain Lion
- Mac OS X 10.9 Mavericks
- Mac OS X 10.10 Yosemite
- Mac OS X 10.11 El Capitan

For Linux workstations / file servers
- Fedora 19, 20, 21, 22, 23
- Debian 7, 8
- CentOS 6, 7
- Ubuntu LTS (Long-Term Support versions)

For smartphones and tablets
- iOS 7 and later
- Android 2.3.3 and later

For WMware ESXi

- Versions 4.1, 5.0, 5.5 y 6.0.

Compatible browsers
- Internet Explorer 8 and later
- Chrome
- Firefox
- Opera
- Safari