



Avast[®] Business Managed Workplace

Remote Monitoring and Management (RMM)

Building the Trusted Network[™]

Managed Workplace helps MSPs deliver enhanced services, reduce downtime and build customer loyalty by delivering the security, stability and availability your customers demand.

WHAT IS THE TRUSTED NETWORK?

The Trusted Network[™] is a network and a business approach that delivers security, stability and availability. By following this unique structured approach, MSPs can assess and offer a secure management approach to SMBs' network more efficiently, save time, and win more business.

Assess and prescribe

Providing the right Managed Service plan requires a full understanding of the customer's environment. The new Network Assessment reports in Managed Workplace help MSPs make the best informed and prioritized decisions and to prescribe the appropriate service plan to match the customer's needs.

Save time

Improve customer satisfaction and free up hours of staff time for new revenue opportunities by using efficiencies gained from standardizing your service delivery to reduce manual configuration, eliminate errors, and boost the effectiveness of your service delivery.

Win more business

Increase service sales and revenue by using reporting within Managed Workplace to accurately identify opportunities for improvement and cost-savings, clearly justify your professional recommendations, and effectively address the unique IT needs of any customer.

WHAT DOES MANAGED WORKPLACE OFFER?

Easy and complete deployment

It's not just about the speed of onboarding (although we're very proud of our 5-click process) it's about bringing a site under management properly; quickly,

accurately and completely with no missing steps.

Effective onboarding sets the stage for efficient service delivery. Our service plans align with the way that you run your business to help

you meet your unique business objectives faster than ever before.

Automatic network discovery and monitoring

Onboard new customer sites quickly and never miss an opportunity to bring new devices under management with automatically updated and detailed discovery of servers, PCs and laptops, smartphones, tablets, network infrastructure, printers, imaging assets and IP-based devices.

The Trusted Network Approach

Our unique approach to building and maintaining the trusted network involves four distinct stages.

- **Assess** - Gather information, identify vulnerabilities and measure the current state
- **Secure** - Address the identified vulnerabilities, implement safeguards and best practices
- **Monitor** - Monitor the environment for expected and unexpected changes. Review and update as required
- **Recover** - It's not just about the backup, it's all about minimizing downtime and recovering business operations quickly and completely in the event of an outage

Action-based dashboard

Information is key to increasing customer satisfaction. Our full-featured, action-based dashboard

gives you all the information, insight and clarity you need to make informed decisions. Direct links let you take speedy action to increase uptime, stability and security for your customers.

Standardized service plans

Use the service plans right out of the box, create new ones or extend them with additional services from our extensive library of policies to best meet the needs of your customers.

Network assessment

The new Network assessment in Managed Workplace 11 provides a comprehensive measure of existing protection and prioritizes the actions required to improve that measure. Use the assessment to drive new business and to demonstrate ongoing value to your customers.

Reporting provides insights

Acquire new customers more easily by clearly communicating the immediate value of your services early in the sales cycle: drop in Managed Workplace at a prospect or customer site, automatically gather data to justify your IT project and services recommendations more easily.

Managed Workplace reports provide deep insight into customer environments and infrastructure pain points.

Real-time alerting

Receiving immediate alerts on things that matter, use automation or remote remediation to protect your customers' IT investments quickly.

Remote remediation

Improve productivity for end clients by fixing problems remotely without opening ports on firewalls, costly site visits, or interrupting work in progress—using Premium Remote Control included at no extra cost.

Powerful automation features

Quickly resolve problems and free up valuable resources with advanced automation capabilities to resolve common issues, conduct system maintenance and perform administrative functions. Easily link alerts to automation for faster remediation.

Patch management

Efficiently address security vulnerabilities in customer networks by using Managed Workplace to review, approve and automate the deployment of patches for operating systems and third party applications.

Cloud services monitoring

Quickly identify and address performance issues with cloud services like Office 365™ and the websites your clients rely on.

Integrated AntiVirus

Award winning AntiVirus is working smarter for you. It helps keep critical

business and data safe from the latest ransomware, viruses and malware to keep users safe online.

Backup & Disaster Recovery

Eradicate downtime with a cloud-based backup and disaster recovery solution, purpose-built to serve MSPs and their business clients.

NOC & Help Desk

Working as a seamless extension to your team, our experts monitor your customer networks, respond to alerts, minimize downtime and provide all the IT support your customers need, so you can focus on growing your business.