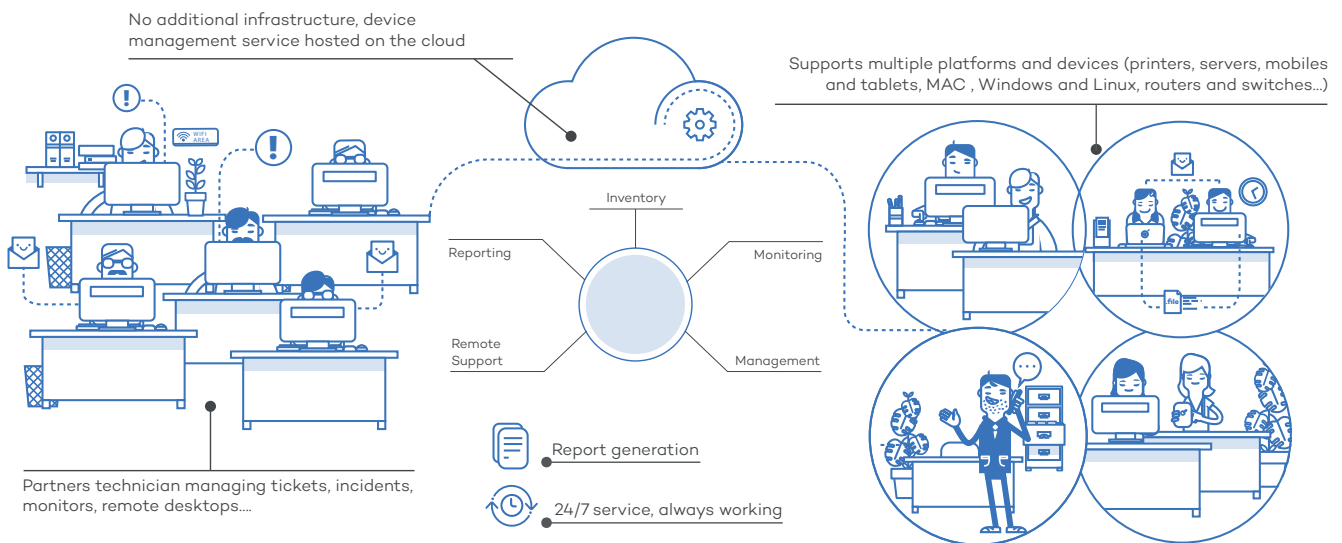# THE EASY AND AFFORDABLE WAY TO MANAGE AND EXPAND YOUR CUSTOMER BASE

IT service providers are always looking, above all, to expand the number of accounts they manage and extend the range of services they can offer customers. To do this they need a single, complete and modular management tool that enables proactive and automatic maintenance of all the customer's infrastructure, at the same time as improving internal efficiency, reducing the number of incidents that require manual intervention from technical staff and coordinating the technical team to maximize efficiency.

Why opt for Systems Management?

To offer a quality service right from day one, with no additional infrastructure, neither in your offices nor those of your customers

Expand your customer base and service portfolio by exploiting strategic opportunities

Centrally manage all your customers' mobile devices from anywhere and at any time

No additional infrastructure, device management service hosted on the cloud

Supports multiple platforms and devices (printers, servers, mobiles and tablets, MAC , Windows and Linux, routers and switches...)

Inventory
Reporting
Monitoring
Remote Support
Management

Partners technician managing tickets, incidents, monitors, remote desktops....

Report generation

24/7 service, always working

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 online, edit them and modify them if necessary, and launch on a scheduled basis or in response to an alert.

• **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.

EXPAND YOUR CUSTOMER BASE AND SERVICE PORTFOLIO

Improve your knowledge of your customers' needs and **offer more products and services:**

• Detection of unlicensed software

• Detection of obsolete hardware

• Server monitoring

• 24/7 support

• Cross-platform support of devices: Windows, Mac, tablets and Android and iOS smartphones

• Monitoring of consumables in printers

• Location of stolen or lost smartphones or tablets and protection of confidential data in the event of theft

REDUCE THE TIME AND EXPENSE DEDICATED TO EACH SERVICE ACCOUNT AND INCREASE YOUR MARGINS

• Real-time alerts and the hardware and software events log help **to speed up incident resolution**

• **No additional infrastructure**, the service is hosted in the cloud

• Repetitive admin tasks are highly automated

• The tickets system **reduces incident resolution time**, promoting the sharing and recycling of procedures among technicians

• Monitoring of mail servers, backup services, network devices, etc. to reduce your and your customers' costs

PROMOTE CUSTOMER LOYALTY AND INCREASE RENEWALS

• Proactive, non-intrusive service **avoids interruptions** to customers' daily activities

• Increase your customers' productivity and promote customer loyalty to service providers

• Demonstrate the value of the service with activity reports

• Personalize the service, adapting it to your brand image

KEEP IT CENTRALIZED AND SIMPLE

• **Remote administration of all customers' computers** (even if they are switched off) including Windows, Linux and Mac OS X as well as iOS and Android tablets and smartphones

• **Monitoring of all IT resources, including switches, routers and printers, wherever they are**, in the office or out on the road

• Service **accessible at any time and from any place**

• **Practically non-existent learning curve** and instant deployment

TECH SPECS

For workstations / file servers

- Operating systems (workstations): Windows XP SP3 (Home, Professional, Professional x64 editions), Windows Vista 32/64-bit (Starter, Home Basic & Premium, Business, Enterprise, Ultimate editions), Windows 7 (32/64-bit), Windows 8/8.1 (32/64-bit) and Windows 10 (32/64-bit).

- Operating systems (servers): Windows Server 2003 & R2 SP2 32/64-bit (Web, Standard, Enterprise, Datacenter, Small Business, Home Server editions), Windows 2008 & R2 32/64-bit (Standard, Enterprise, Datacenter, Web, Small Business), Windows Server 2012 (64-bit) & Windows Server 2012 R2 (64-bit) and Windows Server 2016 (64-bit).

Prerequisite: .Net Framework 4.0.3 or higher.

For macOS workstations / file servers *

- Mac OS X 10.12 Sierra

- Mac OS X 10.13 High Sierra

For Linux workstations / file servers **

- Fedora 19, 20, 21, 22, 23 ***

- Debian 7, 8

- CentOS 7

- Ubuntu LTS (Long-Term Support versions)

- Red Hat Enterprise Linux 7 and later versions ***

For smartphones and tablets

- iOS 7 and later

- Android 2.3.3 and later

For WMware ESXi

- Versions 4.1, 5.X and 6.X.

Compatible browsers

- Internet Explorer

- Chrome

- Firefox

- Safari

* The agent will work on macOS 10.7.x and later versions but support is provided and the agent is tested only on the versions specified above.

** The agent may work with any Debian-based distribution but support is only provided for the ones listed.

*** For new installations of the PCSM Linux agent, you must pre-install the Mono runtime.