

CAN YOU SHOW EVERYTHING IS WORKING FINE?

Reporting



Business challenge: It's really difficult to show the value of your work

It is useless to provide users with the best service if they don't notice it and even complain about IT technicians. How many times have you been told that it takes too long for you to resolve incidents? How many users would feel more satisfied if they knew what you actually do for them? Also, how can you show the value of your work to your IT Director?

The solution: Use detailed reports to show the true value of your work

With the detailed and measurable reports of Systems Management, you can justify the time spent and show all the actions you have taken remotely, preventing and managing problems.

Everything is tracked

While you are deploying software, updating patches, executing scripts and connecting remotely to devices, too mention but a few, all that information is tracked and stored so you can leverage it later in your reports.

Demonstrating value

Remotely managing, monitoring and supporting your IT estate can be difficult to demonstrate as it would appear that everything runs smoothly by itself. Using a wide range of reports you can get unique insights into your IT system and quickly show why your IT system is running smoothly.

So what's included?

Detailed activity reports

See your network activity in detail: remote connections, software installation, patches installed, bandwidth consumption, etc.

Automatic reports

Email on-demand or scheduled reports.

Server performance reports

These reports provide details of CPU performance, memory and disk usage over the last 30 days, including average CPU and memory usage and available disk space.

Complete license reports

Find out which operating systems and software users have on their PCs (quantity & type).



On demand or scheduled

Schedule your most commonly needed reports such as weekly activity reports or health checks and configure the report to be sent to key stakeholders via email periodically. You can also respond to once off requests for IT information by creating on demand reports in closed or open formats which can complement other documents.

Activity reports

Keep track of all your support activities. Identify quickly how many jobs have been done (software installations, health checks etc.), remote support sessions and which technicians executed them and when.

Alert reports

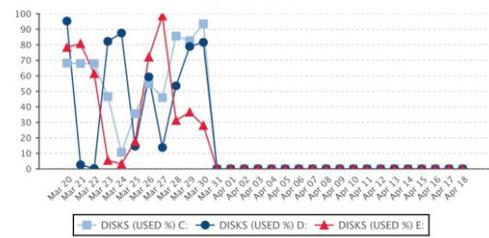
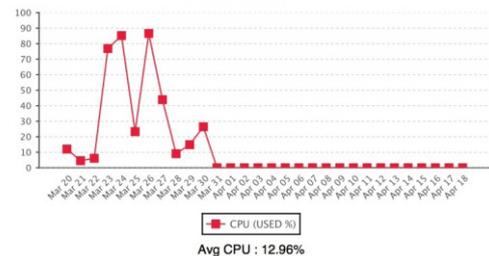
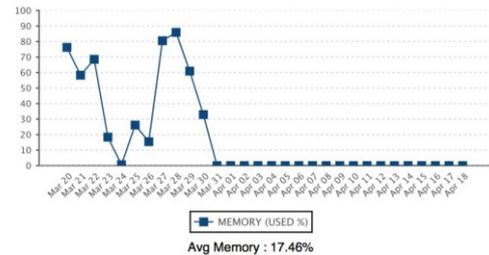
Identify which alerts (e.g. a certain service stopped) have been triggered and on which devices, if there was a response to the alert and the average time of the response. This report also gives you insight into the devices that are most problematic.

User software installations

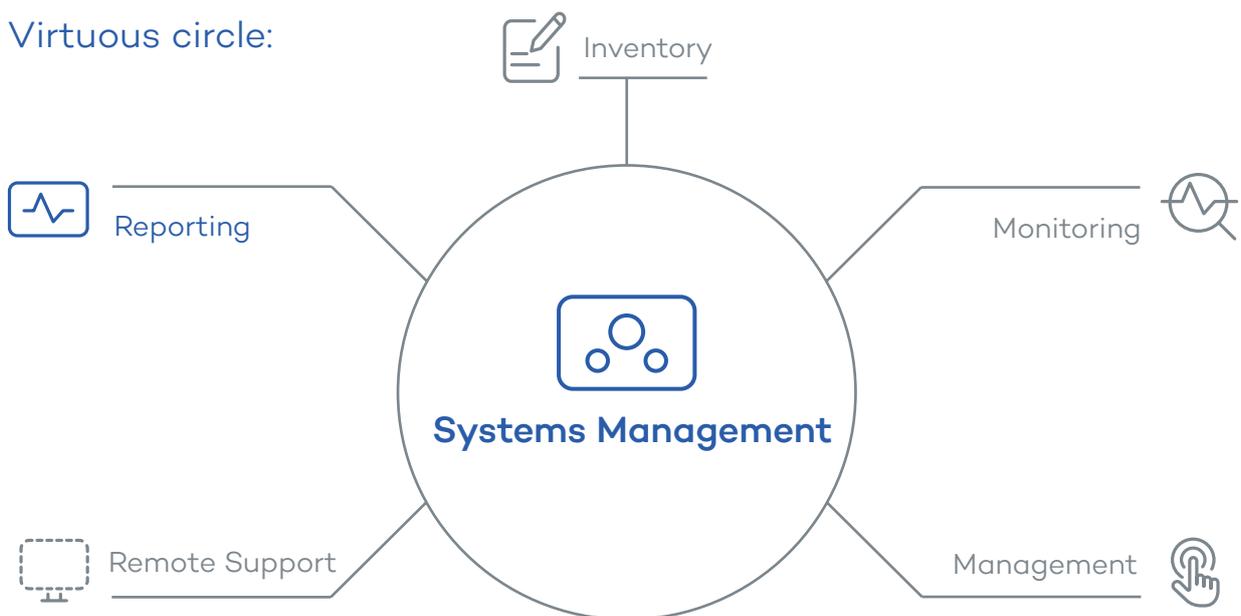
Lets you know exactly what software your end users have installed, updated or deleted. You will also know the version in question and the date and time of the action.

Performance reports

Reports on your CPU performance, as well as memory and disk usage over the last 30 days.



Virtuous circle:



Learn more about Systems Management, or request a free demo at it-systemsmanagement.pandasecurity.com