How can you manage what you can't see?

Know what you have with Panda Cloud Systems Management

PANDA CLOUDSYSTEMS MANAGEMENT

Business challenge: You can't manage it if you don't know it exists.

Do you have 100% permanent visibility of all hardware and software on your IT estate?

With dispersed offices around the country, and with an ever increasing number of road warriors and home workers, it's really difficult to know what you've got out there.

However, due to compliancy issues, annual budgeting and "one off" projects, you need to be able to locate that information quickly, without having to send technicians from one office to another, filling excel sheets.

The solution: Know what you have.

Panda Cloud Systems Management Inventory module will provide you with permanent up-to-date information and complete visibility of all your IT devices.

IT SYSTEM INVENTORY

So what's included?

- **HARDWARE AND SOFTWARE INVENTORY**
  Control what software is installed on which devices. Define and control what software can and cannot be used on one, some or all devices.

- **HARDWARE / SOFTWARE / SYSTEM CHANGE LOGS**
  Expedite problem diagnostics by getting all information on your hardware/software and system changes for each device at a glance.

- **SOFTWARE LICENSING CONTROL**
  Keep track of the number of licenses for any software package used across your entire IT estate.

| Inventory | Monitoring | Management | Remote Support | Reporting |

All inventory data at your finger tips

How many "one off" tasks does your IT dept run per year related to software / hardware? Whether it is for a compliancy audit or budgeting for your HW for the next year these tasks are generally time consuming. With Panda Cloud Systems Management you can access all hardware and software centrally for one, some or all devices.

Expediting troubleshooting: Change logs

How much time is generally spent on diagnosing end user issues? Over email or by the phone the general question is "What did you do to your PC?" to which the answer is generally "nothing, honest!" The change log will show you all systems, hardware and software changes expediting troubleshooting by identifying incident triggers in a fraction of the time.

Get an overview of your entire IT estate at a glance

Quickly get a global view of your entire IT estate form one dashboard. See how many devices are online / offline. How many devices are not protected by Antivirus / Firewall?. How many patches your system is missing?
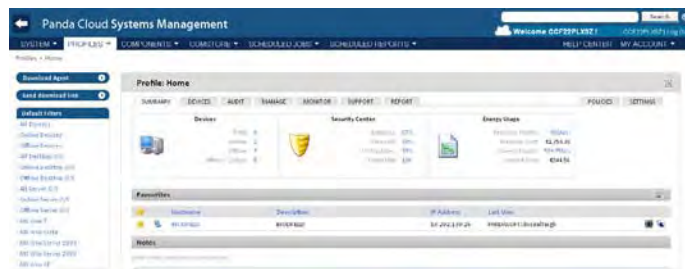
Know how many licenses you are using

Define thresholds for software licenses to ensure you are not exceeding your limit and identify which specific devices have the software in question installed.

How much energy is your IT system consuming?

From the energy usage audit not only can you see what you have got you can also see how much energy it is consuming and how much that energy is costing your company. Drill down and see how much each specific device costs. This can help you to implement and track green initiatives in your company.
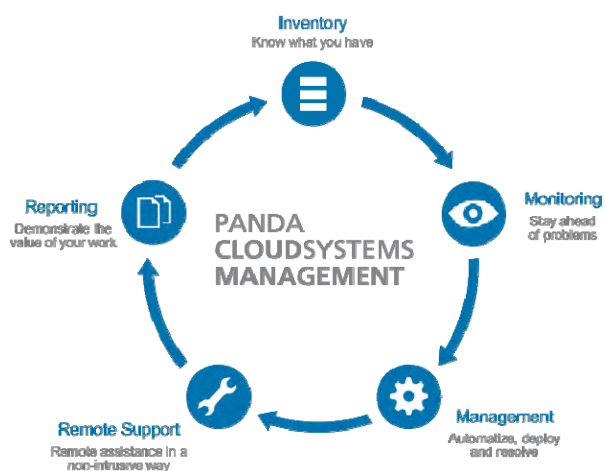
Drill down and get to the point: Filters

Filter all hardware and software data from your entire company in seconds for information from which devices has the older version of a specific application, which machines have less the 4 GB free space on the hard disk and many more.

The virtuous circle

Inventory is only 1 of the virtuous 5

Inventory is only one of the five reasons you should choose Panda Cloud Systems Management to manage, monitor and support your IT systems.

Inventory is fully integrated with the other product features in an easy to use, centralized web based console accessible anytime from anywhere.

In addition to getting everything on the radar, you can monitor devices behavior and identify any problems before they happen, automatically resolve issues and track everything with the tick systems.

Manage all devices proactively by keeping them patched and up to date ensuring greater levels of security and reliability.

Remotely connect to devices anywhere from anywhere, actively taking over the device or non-intrusively in the back ground.

All the previous points are tracked in our reports. Whether it is an alert (monitor) that is triggered, software that is installed, or a remote connection completed all will be registered in our reports showing you why your IT systems are running smoothly.

PANDA | The Cloud Security Company
SECURITY

Can you tell when something is about to go wrong?
Anticipate problems proactively with Panda Cloud System Management

One step ahead of the problem!
Knowing if something has gone wrong means you can reduce the impact of the problem, knowing if something is going to go wrong means you can avoid it altogether. Establish monitors / alerts to track your IT systems performance and identify issues before they become problems.

Real time monitoring, real time support and tracking
If something has gone wrong on your IT system (server crash) or if something is going to go wrong (possible disk failure), knowing about it in real-time is a must have and not a "nice to have". With Panda Cloud Systems Management, you can set warnings and thresholds for your most important assets and schedule the tasks required to resolve issues proactively.

Monitor and respond automatically
Do not just establish what you should monitor; establish how your system should respond in the case of an issue. So whether it is starting your backup service when it stops or bringing a machine online when it has gone offline you define how your system should respond automatically to a given issue.

Tickets system
Sooner or later incidents build up and technicians have difficulty in prioritizing them and assigning them to department staff.
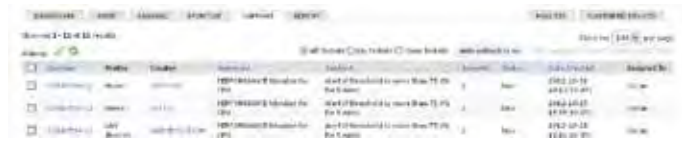
Moreover, many incidents are quite similar and often require responses already known to the technicians that dealt with them. The tickets system ensures reduced response time and optimizes the operation of the IT department.

Guarantee email continuity
Email is one of the most important communication tools in today's companies and when that stops the impact can be disastrous. Monitor the most important mail server variables such as queue size, database size etc and preempt email downtime.

Avoid data loss: Ensure back ups are running smoothly
Ensure correct backup execution and avoid data loss by establishing back up monitors. Automatically and in real time monitor that the backup service is installed, running and has been executed in a defined time frame.

The list of options goes on…
The examples mentioned above are just some of the more tangible examples of monitors / alerts that you can create but the possibilities are endless.

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Can you automate your daily maintenance tasks?

Automate maintenance tasks with Panda Cloud Systems Management

PANDA **CLOUD**SYSTEMS **MANAGEMENT**

Business challenge: Daily maintenance tasks take too much time.

The challenges associated with managing an ever more complex and dispersed IT infrastructure are becoming harder and harder.

Today, IT administrators have to manage a wide variety of devices. They have to deal with the need to constantly change and upgrade software for maximum productivity, security and stability. All of this with an ever-growing dispersed workforce who can now work from the office, from home, from the airport, etc.

The solution: Automate maintenance tasks centrally.

As Gartner says, "Effective management can cut total cost of ownership for desktop PCs by 42 percent."

With Panda Cloud Systems Management you can centrally automate critical tasks, saving time and money. Improve your security by keeping software and patches up-to date.

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

MANAGEMENT

So what's included?

- **CENTRALIZED PATCH MANAGEMENT**
  Ensure your devices have the latest updates and patches keeping them in good health.

- **SCRIPT EXECUTION**
  Build your own scripts or download prepared, pre-packaged scripts from our component store, and launch them with a single click of a button, schedule or as an automatic response to an alert.

- **AUTOMATE SOFTWARE DEPLOYMENT**
  Centrally deploy and upgrade software, ensuring your environment has the most secure and stable version available. Ensure the highest levels of security, stability & productivity for end users.

- **ENFORCE POWER MANAGEMENT POLICIES**
  Go Green and optimize your IT carbon footprint.

Inventory · Monitoring · Management · Remote Support · Reporting

Increased stability and security = decreased downtime

Ensuring all devices you manage are up to date and secure directly and dramatically reduces the number of device incidents while also reducing the impact of downtime.

Patch management polices

Making sure your machines are patched is a must have but also a difficult task to manage in companies that have dispersed offices and mobile staff. Create Microsoft patch policies for one, some or all your devices regardless of if they are on the LAN or not. Patches can also be rollout on demand or scheduled.

Centrally distribute and update company software

Whether it is your internal CRM application, a program for your finance department or MS Office for administration; it needs to be deployed and updated. Centrally deploy and update all your companies' software and track all deploys to ensure they have run correctly, regardless if the device is on the LAN or on the road.

3rd party software updates / patches

Keeping your operating systems up to date is critical but so too is managing the update of 3rd party software such as browsers, Adobe, Flash, Java etc. From our Comstore you can download from our ever extending range of 3rd party software and distribute directly to a device (s) or schedule the deploy / update.

Scripting: Pre-prepared or create your own

Centralizing scripts on one platform means that technicians can collaborate and use the same tools. You can directly create scripts in multiple languages and make them available to all technicians. Can't script? No problem, you can also download Panda Cloud Systems Management's pre-prepared scripts for the most common tasks such as disk fragmentation, memory checks, printer spool purge to name but a few.
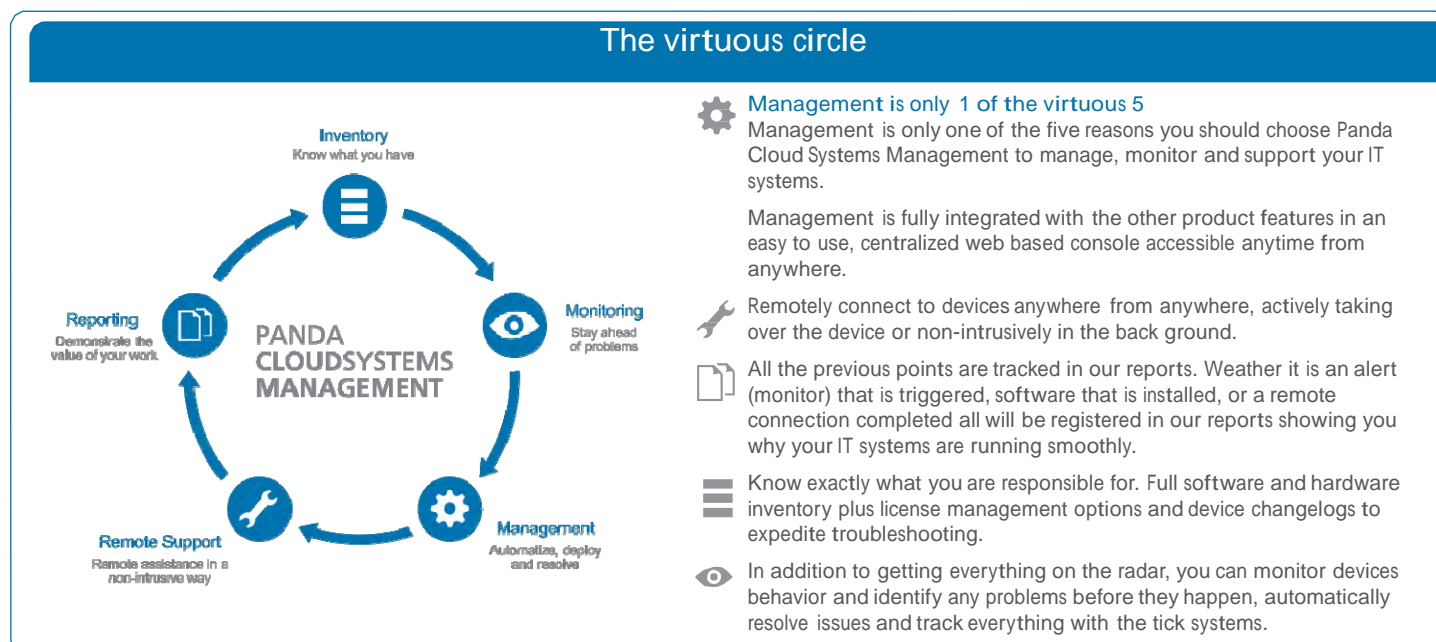

Power management / policies

Define how your devices should power off and use energy more efficiently. Schedule shutdown, sleep and hibernation times for one, some or all devices. In addition, define times for turning off hard disks, displays etc. Do this in seconds and measure the impact on you energy usage via the Energy Audit report.

Run and monitor regular health checks

Reduce the overall number of incidents by ensuring your devices are running smoothly. Schedule regular health checks, such as memory checks, disk checks, disk fragmentation and monitor the results to guarantee that everything runs smoothly.

The virtuous circle

Management is only 1 of the virtuous 5

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Can you resolve problems non-intrusively?

Solve IT incidences transparently with Panda Cloud Systems Management

PANDA CLOUDSYSTEMS MANAGEMENT

Business challenge: Solving IT incidents is usually too intrusive, affecting end-user productivity.

Quite often, when problems arise, troubleshooting is intrusive for end users. Support technicians must travel or connect to devices, taking control of them and directly and negatively affecting end-user productivity.

The solution: Connect remotely, wherever you are, and resolve issues non-intrusively.

With Panda Cloud Systems Management, technicians can remotely connect to the devices, even if they are switched off, run diagnostics and resolve issues transparently for end users, wherever they are.

The console includes built-in remote access tools that provide access to devices in the background. In addition, it allows you to run commands, view and manage event logs, registry entries, services and transfer files without disturbing users.

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REMOTE SUPPORT

So what's included?

- **REMOTE ACCESS**
  Start your devices remotely and access them wherever they are.
- **REMOTE TOOLS**
  Task manager, file transfer, registry editor, event log viewer… Built-in remote tools let you fix multiple devices without interrupting users.
- **REMOTE CONTROL**
  Desktop access shared with the user or full control. You can also chat with the end user.
- **SINGLE MANAGEMENT CONSOLE FOR SUPPORT**
  Assign and track incidents supporting documentation with the ticket system.

Inventory   Monitoring   Management   Remote Support   Reporting

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Anywhere to anywhere connectivity
All you need is an Internet connection and to install the agent in order to access end-user devices remotely, regardless of whether the device is switched off and no matter the location of the device or the administrator.

Hassle free centralized direct access
How long does it usually take you to connect to a remote machine from the time you know a problem exists? What happens if the device is switched off and the office deserted? With Panda Cloud Systems Management, simply click the Wake on LAN option and you can connect directly to the device remotely, with no need for additional software or downloads

No concurrent connection limitation
You or other technicians can establish as many remote connections as you need without the fear of disconnecting other sessions due to concurrent session limitations.

Non intrusive or take over
You can take over the end users session, like the majority of remote control software, or you can connect non-intrusively in the background. While connected in the background you can identify the problem and resolve it without the end user ever knowing you were connected and what's more important without ever affecting his / her productivity.

Extensive tool set for problem diagnostics
Real time information on

- Task manager (processes, performance stats etc.)
- Services
- Registry
- Event logs
- Command shell
- Screenshots
- File transfer
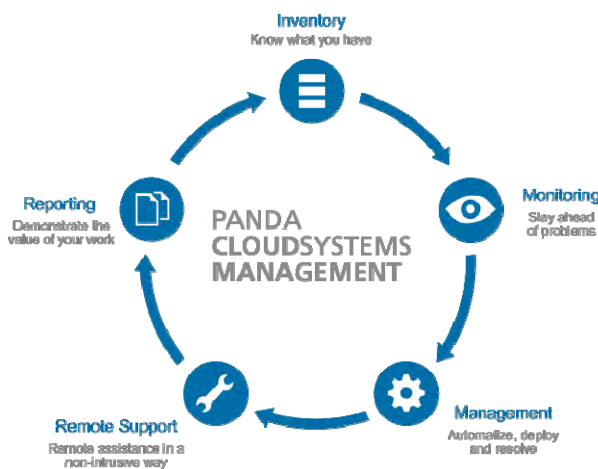
Direct access to remediation tools
You can take remediation action by using the command shell, killing processes, restarting services etc but also by directly accessing all your applications; software, scripts. You can also shutdown or restart the device, normally or in safe mode all remotely.

Chat and take notes
You can chat to the end user using the real-time chat option and also take notes on the connection which are saved to the devices information for future reference.

The virtuous circle

Inventory
Know what you have

Monitoring
Stay ahead of problems

Management
Automatize, deploy and resolve

Remote Support
Remote assistance in a non-intrusive way

Reporting
Demonstrate the value of your work

PANDA CLOUDSYSTEMS MANAGEMENT

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Can you show everything is working fine?

Show the value of your work with Panda Cloud Systems Management

PANDA **CLOUD**SYSTEMS **MANAGEMENT**

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 Panda Cloud Systems Management, you can justify the time spent and show all the actions you have taken remotely, preventing and managing problems.

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REPORTING

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.

- **DEVICE PROFILE REPORTS**
  Make a list of all devices within your network: name, IP address, hardware and software name, etc. Generate network status summaries.

- **COMPLETE LICENSE REPORTS**
  Find out which operating systems and software users have on their PCs (quantity & type).

| Inventory | Monitoring | Management | Remote Support | Reporting |

Can you show everything is working fine?
Show the value of your work with Panda Cloud Systems Management

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.

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.

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.

Storage capacity

Quickly identify the devices that are running out of space with this graphical report on storage usage on the various devices and each drive.

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.

The virtuous circle
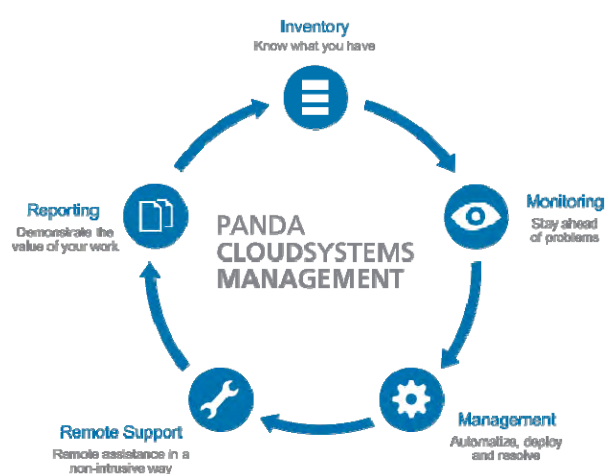
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Reporting on all your assets and activities is fully integrated with the other product features in an easy to use, centralized web based console accessible anytime from anywhere.

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PANDA SECURITY | *The Cloud Security Company*