

Powerfully Manage Your Own Network

Increasing pressure and responsibilities upon IT managers mean having the right information and tools for the job is more important than ever. Leverage the monitoring and management solution we use in our network operations center. Use our enterprise-class tool to manage your organization's network, computer systems and IT security infrastructure 24x7. The service is designed specifically for IT service and support and plays an integral role in effective IT management. The result: **A powerful solution for your IT team.**

Optimized to Assist Your Delivery of IT Services

Our solution is optimized to ensure that the members of your technology team have access to the right information, control and support functions needed to do their jobs. Supporting your organization's core technology assets and users requires monitoring, management, notification, reporting and interoperability. Our monitoring and management solution is optimized to ensure that you can efficiently deliver IT services to all of the users and systems you support.

- **Monitoring:** Provides performance, availability and capacity monitoring, with the scalability and flexibility to use software agents and/or probes for monitoring and management.
 - Agent and agentless monitoring for Windows, Linux, Mac and SNMP-enabled devices.
 - Quickly set up new devices and users, and efficiently change monitoring and management parameters across many devices.
 - Streamlined and customizable dashboards provide views of multiple business units or corporate locations.
 - Granular desktop troubleshooting information covers seven PC operational states.
 - Remotely manage your PCs equipped with Intel® vPro™ technology at the motherboard level.
- **Management:** A cost-effective and flexible remote network, security, desktop and server management solution.
 - **Core Management:** Remote PC and server control, patch management, automatic software distribution, script execution, asset management and license compliance support.
 - **Remote Support:** An advanced, optional remote support component facilitates real-time remote PC and server support. It aggregates vital system information in one interface, and provides access to more than 45 distinct control, trouble-shooting and management capabilities.
 - **Environment Management:** This optional component enables you to create, manage and enforce standard configurations for PCs across all of your desktop users from a single management console. This reduces service delivery costs and eliminates the need for custom scripts or manual configuration.
- **Notifications:** The flexible, adaptable, rules-based notification engine allows for automatic issue escalation. This ensures that technicians are focused on priority issues and can respond immediately.
 - Creates a management-by-exception system.
 - Leverages built-in availability, performance, predictive failure, capacity and event monitoring services.
 - Uses administrator-configured thresholds to trigger alerts.
- **Reporting:** Use powerful reporting capabilities to support critical functions, troubleshoot, demonstrate value to management, identify potential problems and justify system changes.
 - Key reports include Executive Summary, Service Metrics, System Audit, Raw Data, Detailed Status and Update Installation Status.
 - Reports are Web-accessible and can be on demand or scheduled.
 - Reports can be exported to PDF or CSV formats.
- **Interoperability:** Dashboard and console interoperability with leading IT service tools such as Microsoft Windows Patch Management, which means smoother integration and fewer support tools to manage.
 - Monitor third-party tool actions in your standard user interface and, in the event of a failure or warning, notifying a technician.
 - Report on exceptions, status or usage information from the tool.

Service Engines			
	Software Agent	Windows Probe	Central Server
Local Services			
Antivirus, CPU, Disk, Log Analysis, Memory, Process, Backup Exec	✓	✓	
TCP Connectivity Metrics			
Connectivity, Citrix®, DNS, FTP, HTTP(s), IMAP, NNTP, POP, SMTP, SQL (TCP), SSH, Telnet, VNC, Terminal Services (TCP)		✓	✓
Syslog & SNMP Traps			
Firewall services, Security Logs		✓	
SNMP Metrics			
CPU**, Disk**, Ethernet Errors, Frame Relay, Generic SNMP, printer services, Process**, server hardware (RAID, fans etc.), SWAP**, Traffic		✓	
WMI Metrics			
Application Compliance, AD, CPU*, Disk*, Exchange, IIS, ISA, License Compliance, Memory*, Patch Level, SQL, Process*, Terminal Server, Antivirus*	✓ *	✓	
ODBC Metrics			
Generic Database Tracking, Backup Exec		✓	
Asset Metrics			
Asset Discovery and Tracking	✓	✓	
System Replacement, System Warranty, License Compliance, System Change		✓	✓
Remote Management			
Advanced Remote Support	✓	✓	
Managed Device Remote Control	✓	✓	
* Requires Windows 2000/2003/2008/2008R2/2012/XP/Vista/7/8 ** Requires servers running Net-SNMP Agent * Agent-monitored WMI Metrics			

