



YOUR PARTNER IN TECHNOLOGY

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Managed Workplace Monitoring System is a comprehensive fully integrated managed services software product that is easy to install, easy to use, and feature rich. It allows IT managers to deliver proactive services to their organisations, and to efficiently manage service delivery. The result is lower service delivery costs and improved user satisfaction.

Central Dashboard Design

- Web based
- Admin, tech, and client views
- Intuitive and easy to use
- Minutes to download, install, and configure
- Quick "drill-down" to critical information and details
- Customizable alerting per site

Detailed Site Level Inventory

- Automatic collection and update
- Detailed hardware, software, and patch information
- Multiple views (device-centric or site level)
- Allows for accurate parts, skill set dispatch
- Reports for planning and problem diagnostics

Security Monitoring

- Firewall Monitoring and Alerting
- IDS - Intrusion detection Monitoring and Alerting
- Windows Security Auditing
- Windows Patch/Hot fix and Windows OS
- Auditing Monitoring and Alerting
- Antivirus Monitoring and Alerting
- Backup Monitoring and Alerting
- Security Dashboard
- Security Reports
- Flags account lock-outs

Remote Management and Communication

- Secure encrypted data transmission (SSL)
- Very low bandwidth requirements
- Launch VPN service from within client site for ultra secure remote management
- Customizable Windows services restart

Graphical Performance Reporting

- Customizable service level threshold lines for easy performance management and specific customer SLAs
- Scheduled executive reporting
- Analysis data for capacity management and upgrade planning

Advanced Monitoring

- Auto-discovery
- Monitors using WMI, SNMP and ICMP
- Network services monitoring and alerting (POP3, HTTP, HTTPS, FTP, Telnet, SMTP, DNS, NNTP, IMAP, LDAP, custom TCP ports)
- Devices and network services monitored on any system: UNIX, Linux, Solaris, Windows, and others
- Custom MIB monitoring
- Customizable log and event id scanning
- Syslog Monitoring and Alerting
- Windows events error reports

Product Monitoring Templates

- Quick, easy deployment of service groups, device monitoring, and alert rules
- Includes best practices templates for Small Business Server, MS Exchange, Cisco routers, and much more
- Customizable for any device or application

Service Grouping

- Aggregate all devices and services for any critical business function
- Receive alerts for any technology or business function across your entire customer base

Automatic Alert Dispatch

- Alert Grouping
- Customizable alert thresholds
- Configurable to alert by e-mail and/or pager
- Auto trouble ticket generation for critical alerts

Integrated Trouble Ticket System

- Trouble ticket system for problem logging, tech dispatch, and resolution information
- Microsoft CRM integration

Cost Effective

- Low monthly subscription
- No contracts