



# PANDA CLOUDSYSTEMS MANAGEMENT

The new way to manage, monitor and support IT systems

Manage your IT systems simply and proactively out-of-the-box, reducing costs and increasing efficiencies

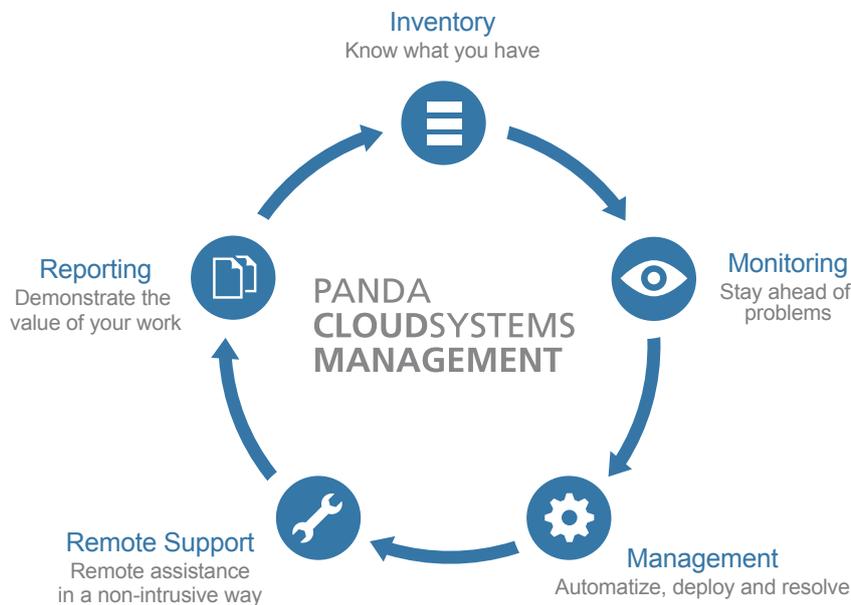
Panda Cloud Systems Management is the easy and affordable way to **centrally manage, monitor and support all your organization's devices**, whether they are in the office or on-the-road. Its out-of-the-box simplicity ensures a near zero learning curve and ensures everything IT runs smoothly.

## Why Panda Cloud Systems Management?

**Because** your IT team can't spend most of the time firefighting.

**Because** addressing problems proactively prevents them from occurring.

**Because** users increasingly depend on devices and technology brought in from outside (BYOD).



## Features

- ✓ **100% cloud-based solution:** No additional infrastructure. Manage all devices any time, anywhere.
- ✓ **Based on an ultra-light agent:** Compatible with firewalls, VPN NAT, and SSL encryption for secure communication with the server.
- ✓ **Warnings & Monitoring:** Control CPU, memory, disk usage, services, Exchange servers, etc. with performance graphs, dashboard warnings... all in real-time.
- ✓ **Scripting & Quick Jobs:** Build your own scripts, or download pre-packaged scripts from our online ComStore and launch them at the click of a button, scheduled or as an automatic response to a warning.
- ✓ **Patch management:** Automate the deployment of updates and patches for installed software.
- ✓ **Software deployment:** Deploy software and updates centrally.
- ✓ **Remote access:** Task manager, file transfer, registry editor, command prompt, event log viewer, etc. All these integrated tools let you repair multiple devices without disrupting users, even if they are switched off.
- ✓ **Remote control:** Desktop access shared with the user or full control. Firewall & NAT Friendly.
- ✓ **Tickets system:** Organize, classify and prioritize incident troubleshooting. The tickets system lets you document, share and re-use technical procedures for resolving incidents.
- ✓ **Software License Management:** Track all installed software.
- ✓ **Reports:** Email on-demand or scheduled branded reports. Know who's doing what and when. Find out where most of your resources are consumed.

## 1 Get IT under control: asset management

Control what you own

- 100% granular **visibility** of the devices you manage.
- Keep **up-to-date** with your environment and **changes**.
- Control the software and hardware installed and used.
- **Prevent non-productive, dangerous activities**.

## 2 Stop firefighting and reduce your IT costs

Reduce repetitive work, phone calls and become pro-active

- **Real-time warnings** pinpoint issues before they become problems.
- **Automate** repetitive tasks.
- **Logs track** all the info on each device.
- Patch management keeps all devices up-to-date.
- The **Tickets system** can reduce the average time spent resolving incidents, encouraging exchange of information and re-use of technical procedures.

## 3 Keep IT central, keep IT simple

Manage all IT resources from a single web-based console, with all the necessary information and tools.

- 100% cloud-hosted. **No additional infrastructure**.
- **Manage all devices** regardless of where they are or where you are, **any time, anywhere**.
- Tools are constantly updated and extended.
- Extremely light communication agent.
- Near zero learning curve, deploy in minutes.

## 4 Don't just create value, prove it.

Evaluate the work done

- Show who did what, with which device and for how long, etc.
- **Demonstrate** decreases in downtime and time dedicated to support.
- Identify problematic hardware/software.

## 5 Give end users the best support experience regardless of where they are

Pro-active and non-intrusive issue resolution will drastically cut support calls

- Monitor and offer **remote support** for all your employees' devices, even if they are switched off.
- **Non-intrusive diagnostics** and issue resolution for greater productivity.
- Trace stolen laptops and swipe all sensitive data.

### Tech Specs

#### For Apple Macintosh

- Apple OS X 10.6 (Snow Leopard)
- Apple OS X 10.7 (Lion)

#### For Windows

- Windows XP (32-bit & 64-bit editions)
- Windows Server 2003 (32-bit & 64-bit editions)
- Windows Server 2003 R2 (32-bit & 64-bit editions)
- Windows Vista (32-bit & 64-bit editions)
- Windows Server 2008 (32-bit & 64-bit editions)
- Windows 7 (32-bit & 64-bit editions)
- Windows 8 (32-bit & 64-bit editions)
- Windows Server 2008 R2 (64-bit editions)
- Windows Server 2012 (64-bit editions)

(\* Windows Installer 3.1 and .Net Framework 2.0 required)

#### Browsers compatible:

- Internet Explorer 7
- Chrome
- FireFox
- Opera
- Safari

