



PANDA CLOUDSYSTEMS MANAGEMENT

The new way to manage, monitor and support IT systems

Problem statement

When IT service providers struggle to stretch minimal resources across their service accounts and reduce costs, the result is generally a fragmented mash-up of cheap, yet ultimately costly, reactive tools used to manage their customers' IT systems. This disjointed approach creates a **vicious circle of greater internal inefficiency** and increased downtime and incidents for end clients.

The simple and affordable way to manage and extend your client base.

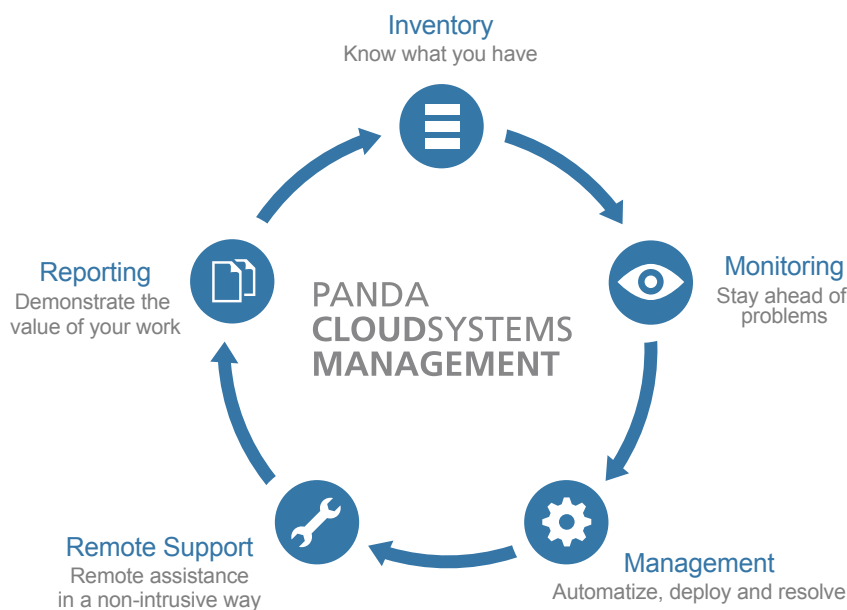
Panda Cloud Systems Management **improves efficiency** and **reduces the time and costs** dedicated to each service account thanks to new, centralized cloud-based management. This simple and highly automated approach to management allows for greater collaboration between your technicians and lets you **expand your business** without hiring new, specialized personnel.

Why Panda Cloud Systems Management?

Because staff headcount is often a service provider's greatest expense.

Because freeing up time and resources lets you expand your customer base, extend your service portfolio and pursue strategic opportunities.

Because there is no additional infrastructure. This is a 100% cloud-hosted solution.



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... 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.
- ✓ **Branding:** Personalize the logos, reports and much more with your own corporate image.

1 Expand your client base and your service portfolio

Understand the needs of your clients and offer more products and services:

- Detection of unlicensed software
- Detection of obsolete hardware
- Server monitoring
- 24/7 support
- Response to device theft
- Charge-per-device

Remote access and monitoring of devices lets you **extend the geographic range** of your activity.

2 Reduce costs and time dedicated to each service account = greater margins

- Real-time warnings and logging of changes to hardware and software reduce incident response time.
- No additional infrastructure required, the entire service is hosted in the cloud.
- High level of automation of repetitive administrative tasks.
- The **Tickets system** can reduce the average time spent resolving incidents, encouraging exchange of information and re-use of technical procedures.

3 Increase customer loyalty and renewals

- Proactive, non-intrusive service **avoids interrupting users**.
- Greater efficiency helps consolidate **client loyalty**. Reports show clients all the action taken.
- Private label the product to your own look and feel. Professionalize your service by using your own brand image.

4 Keep IT central, keep IT simple

- Remote management of all customers' devices, both in and out of the office, even when they are switched off.
- Service can be accessed from **anywhere at any time**, enabling greater communication across your technical team.
- **Zero learning curve** – deploy in minutes.



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

