



PANDA CLOUDSYSTEMS MANAGEMENT

The new way to manage, monitor and support IT systems

Problem statement

All too often, IT service providers struggle to stretch minimal resources to reduce costs, only to be stuck with a fragmented mash-up of cheap, yet ultimately costly, reactive tools to manage their customers' IT systems. This disjointed approach creates a vicious circle of greater internal inefficiency and increased downtime and incidents for end customers.

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 no additional infrastructure is required to centrally manage your customers' devices, smartphones and tablets. This is a 100% cloud-hosted Solution.



Features

- ✓ **100% cloud-based solution:** No additional infrastructure. Manage all devices, any time, anywhere.
- ✓ **Secure access to the service:** **Two-factor authentication** for identity verification and SSL encrypted communications with the server.
- ✓ **Managed through an ultra-light agent:** for Windows, Linux, Mac OS X, Android and iOS compatible devices. Agentless management for SNMP-enabled devices.
- ✓ **Warnings & Monitoring:** Control CPU, memory, disk usage, services, printers with low toner levels, 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... Repair your customers' devices, even if they are switched off, without disrupting user productivity. Desktop access: full control or shared with the user.
- ✓ **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.
- ✓ **Mobile device management (MDM) for smartphones and tablets:** Geolocation, hardware and software inventory, remote wipe, remote lock, ability to remotely set security passwords.
- ✓ **Security certifications:** FISMA, SAS70, ISO 27001 and PCI DSS.

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
- Cross-platform support (Windows, Mac, Android and iOS tablets and smartphones)
- Tracking of printer supply usage
- Location and tracking of lost or stolen smartphones and tablets. Protection against confidential data loss.

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 Windows*

- Windows XP and Vista (32-bit & 64-bit)
- Windows 7, 8 and 8.1 (32-bit & 64-bit)
- Windows Server 2003 and 2003 R2 (32-bit & 64-bit)
- Windows Server 2008 (32-bit & 64-bit)
- Windows Server 2008 R2 (64-bit)
- Windows Server 2012 and 2012 R2 (64-bit)

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

For Apple Macintosh

- Apple OS X 10.6 (Snow Leopard), OS X 10.7 (Lion), OS X 10.8 (Mountain Lion), OS X 10.9 (Mavericks)

For Linux

- Redhat 5.x and later
- Fedora 19.x and later
- CentOS 5.x and later
- Debian 5.x and later
- Ubuntu 11 and later

For smartphones and tablets

- iOS 6 and later
- Android 2.3.3 and later

Browsers compatible:

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

