



## Benefits of Managed Services

Remote Managed Services can enable companies to increase the efficiency of their infrastructure and system management. They will increase cost efficiencies and improve the security and stability of the technology environment. Quite simply, adopting a remotely managed environment can increase the security and efficiency of most small and medium-sized organizations greatly. By implementing this solution companies will achieve one or more of the following:

- Streamline system administration and lower IT costs
- Increase organizational security and reduce downtime
- Boost organizational productivity, capabilities, and effectiveness
- Improve help desk and system support
- Increase proactive network and system administration

### How PCS Managed IT Services Can Help

Managed Workplace is a part of the comprehensive services offered by the IT team at PCS. Let's take a closer look at Managed Workplace.

#### *What is PCS Managed Workplace?*

Managed Workplace consists of a Service Center installed at PCS, communicating with Onsite Manager installed at the client site. Onsite Manager filters and triages information from that network and sends it to the PCS Service Center using a secure connection. The intuitive, comprehensive "central dashboard" is a consolidated web console that displays all of the sites and the status of their operations.

Managed Workplace integrates remote monitoring, real-time alerting, inventory management, web-based reporting, and trouble ticketing, all for a low monthly subscription fee – no contract or lease terms – risk-free and scalable based on the client's business needs.

#### **Integrated Design**

Managed Workplace is an advanced software product built on Microsoft's innovative .NET technology. Managed Workplace consists of an Onsite Manager at each customer site, and the Service Center at the central site, connected by a secure outbound connection using current web services SOAP/XML through HTTP/HTTPS.



Managed Workplace creates a central, consolidated dashboard containing data from all customer networks. Managed Workplace receives reports and alerts on the health of customer networks, and in turn updates the dashboard, prioritizes alerts, and generates newly created trouble tickets as required.

**Service Center** (installed at the IT service provider's site)

- Single component installation
- Central, consolidated dashboard of all customer networks
- Alerts and status information with drill-down capabilities
- Display for all relevant network device and application information for all monitored devices on every customer's network
- Secure transfer of information from Onsite Manager (on the customer site) using innovative secure web-based communication

**Onsite Manager** (installed at the customer site)

- Simple, lightweight single component installation on a server, standalone XP workstation or appliance
- IT management application that eliminates repetitive network maintenance
- Continuous monitoring of all devices and applications on the network for existing or potential problems
- Provides analytical measurements, filtering, and prioritizing of events and exceptions
- Automatically repairs problems and escalates issues to Service Center as required

### **24/7 Customer Site Monitoring**

Using the local Onsite Manager agent, Managed Workplace monitors all IP devices at a customer's site. The local Onsite Manager sends alerts directly to the Service Center, which are then displayed on the Central Dashboard status screen for immediate attention and speedy resolution.

Monitoring setup is simple with an easy-to-use auto-discovery utility. Managed Workplace allows for customized monitoring based on specific devices and applications, to meet individual business requirements.

Using WMI, advanced SNMP and ICMP monitoring and alerting, Managed Workplace can gather such data as device heartbeat, Windows event logs, custom event logs, server performance counters, and SNMP MIB information. These key performance indicators include all servers, workstations, and network devices in the environment.

Managed Workplace can monitor network services including POP3, HTTP, HTTPS, FTP, Telnet, SMTP, DNS, NNTP, IMAP, LDAP, and custom TCP ports. Devices and network services can be monitored on any system, including UNIX®, Linux®, Solaris®, Windows®, etc.

The Onsite Manager expert system component then filters and processes all data and sends this critical network health data - using a secure Internet connection - to the Service Center. This connection uses standard web access (HTTP/HTTPS) coupled with XML/SOAP protocols for a one-way outbound communication, regardless of the connection at the end-customer's site, whether it's simple dial-up or broadband.

Onsite Manager can monitor the following devices and events:

- Network devices and systems
- Systems and network performance
- Customizable event logs

### **Asset Inventory**

Managed Workplace Onsite Manager uses auto-discovery and auto-generation technology (WMI and SNMP) to collect essential network data. This inventory is collected at regular user-defined intervals, and ensures that both the IT service provider and their customers always have access to up-to-date asset inventory information.

Inventory features include

- Auto-discovery and updating.
- Detailed asset reports.
- Improved service management.
- All hardware, including CPUs, memory, and drives.
- All installed software and patch information.
- OS info with version number and service pack build.

### **Benefits to the Company**

- ✓ Minimizes costly downtime
- ✓ Improves network performance
- ✓ More consistent IT management
- ✓ More productive support from **PCS**
- ✓ Proactive approach to network stability
- ✓ Increased confidence in the network infrastructure
- ✓ Automated routine administrative functions
- ✓ Real-time expert system problem detection and correction
- ✓ Secure communication to **PCS**
- ✓ Reliable problem monitoring, reporting, and correction across the network
- ✓ Reduces security threats
- ✓ Extends the value of existing assets

### **Benefits Summary**

- ✓ **PCS** will know there's a problem before the client does
- ✓ By using the efficient and proactive services of Managed Workplace, clients will receive a higher quality of service and reliability
- ✓ Proactive services will save time, money and frustration
- ✓ Spending IT dollars for the right business reason
- ✓ Manage the IT services like a business