

Desktop Management

Help Desk Management Challenges

Managing client devices presents a conundrum to IT Managers looking to monitor activity, secure systems and improve performance across disparate machines that require constant attention and upkeep. Best practices would dictate standardization as the logical way to monitor thousands of like systems, but achieving homogeneity among client devices is nearly impossible. Desktops and other client devices such as laptops and PDAs - can vary widely across a large company. Diversity among machines can range from the applications end users employ to various versions of operating systems to customized interfaces and the hardware sitting on the desktop. Throw in some Zero Day Virus threats and your Help Desk can go into a tailspin of extremely difficult and time consuming drills eliminating the threat. Beyond Logik Remote Server Care Desktop Management can be a cost effective outsourced alternative that can help facilitate your internal IT staff for large Organization and a cost effective solution for Small to Medium Business that cannot afford to have a full time Internal IT Department.

Beyond Logik Remote Desktop Management provides 24x7 visibility of Windows-based desktops/laptops for all businesses. Proactive service is provided with preventive maintenance scheduled at specified intervals. Reduction of your operational costs are achieved because you have a staff of hundreds of Beyond Logik employees supporting you, who carry out the day to day work of checking Anti-virus signatures, scanning and removing Spyware, updating critical security patches and cleaning temporary files on a regular basis. Spyware has become the number one problem in Small to Medium sized Business environments. Beyond Logik Remote Desktop Management can assist with this in a cost effective manner. Providing comprehensive reports on inventory and preventive maintenance activities. Also providing comprehensive tracking of all software and hardware on each desktop/laptop. Changes are also tracked and aid in quicker problem resolution. This in turn improves quality of life for you and your staff by having more time over nights, weekends and holidays. Contact Us!

Desktop Management Solution

Beyond Logik Remote Desktop Management provides all the building blocks for Organizations to provide comprehensive preventive maintenance services. This solution is comprised of the following components – a desktop/laptop agent within the ARM (Beyond Logik Remote Management) technology platform with all the intelligence built-in to conduct day to day preventive maintenance services, an Anti-virus package bundled with our platform at no cost and support for Anti-virus management for other popular Anti-virus packages, an Antispyware package bundled along with the platform processes through the NOC to clean up temporary files and apply Critical security patches. The platform also provides for generating detailed inventory reports and reports related to all the preventive maintenance activities conducted through the NOC. The platform comes with a built-in Scripting engine and can also be used to deploy software applications remotely. Let us look at each of these components and their unique features more closely:

ARM Technology Platform:

The ARM platform provides a completely secured environment for managing desktops and laptops and conducting preventive maintenance activities remotely.

- Intelligent Desktop Agents: ARM desktop agents come pre-built with jobs to update Anti-virus signatures, delete temp files, scan and remove Spyware, etc. Each of these is a pre-scheduled activity that is run automatically in low priority mode whenever the machine is available, whether it is connected to the LAN or to the internet.
- White and Blacklisting of Patches: Our NOC service provides a list of White and Blacklisted patches (Critical security patches for Microsoft OS and applications) after conducting Internet research and testing patches on test beds. We can allow our clients in choosing to apply these patches themselves or have the Beyond Logik NOC deploy them on the client network.
- Remote Control solution: ARM platform provides an efficient remote control solution that works over the WAN. Our advanced provisioning system enables us to control the access of remote tools into your site.
- Comprehensive reporting: ARM platform provides a comprehensive reporting engine to capture information related to hardware and software inventory. It also provides executive reports detailing preventive maintenance activities such as patches applied, Anti-virus updates done, Spyware instances removed, temp files deleted etc.
- Anti-virus package bundled: Currently we bundle AVG Anti-virus package along with our Total Desktop Care package. The ARM Desktop Agent can also manage signature updates of other Anti-virus packages like Norton, Symantec, e-Trust etc. The signature files are updated once every four hours.
- Anti-spyware package bundled: Currently we bundle CounterSpy from Sun Belt Technologies along with our Total Desktop Care package. The Anti-spyware scans are done every day.
- Ticketing System: ARM platform comes with a built-in Ticketing System.

This system communicates between the Beyond Logik NOC and our Customers on issues such as the failure to update Anti-virus signatures on machines, machines not reporting for the most recent 3-day period and whether or not a

preventive maintenance activity has been carried out.

Primary Benefits:

Reduced investment in infrastructure:

- Eliminates the need for building and maintaining infrastructure for providing comprehensive desktop/laptop maintenance services.
- Extended Manpower (help desk, dispatcher, onsite visits [after approval if desired] by Beyond Logik Technician to clean virus & Spyware).
- Building processes for carrying out preventive maintenance activities 365 days a year.
- Eliminates need to Shop for Anti-virus and Anti-spyware packages, remote control tools, reporting engines, script engines.
- Enables internal IT Staff to keep control of the situation. They can inform whether they would like the NOC to take remote control of a client machine or want to keep that control to themselves, or provide these rights to the NOC on approval basis. They can select from a number of options on how they would like to proceed with patch management.

Proactive approach:

- ARM Desktop Agent carries out pre-scheduled preventive maintenance activities regularly, reducing chances of downtime.

Less work for Internal Staff:

- Beyond Logik Patch Management Team researches and does all the testing required on latest patches released by Microsoft before releasing White and Black lists. If the designated Internal IT support staff agrees, the NOC team completes the process of applying the patches and provides them with a comprehensive report.
- Beyond Logik NOC Team looks at reports that provide information on failure of preventive maintenance activities and takes prompt action to fix the issue: e.g. if for some reason the Anti-virus signature on a few machines is not updated at intervals prescheduled in the platform, our team will attempt to update the signature remotely and analyze the problem. If the signature cannot be updated, Internal staff members are alerted immediately.
- In the unlikely event of virus breakout on a client network, the Beyond Logik NOC team can provide services to scan the network and clean up the viruses on a best effort basis.

Improve quality of life:

- Your company can rely on the NOC and can experience better quality of life during weekends, holidays, office and non-office hours.
- Refocus your technical staff to much needed end-user support increasing the productivity within your organization.

Contact Us! I'm sure we can provide a managed solution that can give your I.T. Department an extended Knowledgebase in helping out with the timely resolution of Desktop Management and support.