

# Simplified Managed Services Platform Technology powered by SyAM Software

**Site Manager's innovative 'Access From Anywhere, Anytime' features and System Area Manager form an exceptional unified managed services provider solution that provides resellers with a proactive, secure and remote management solution at no upfront cost**

## Business Benefits as a Service Provider

### Enable an MSP Software Service Platform with no upfront cost

When bundling your hardware with System Client and System Area Manager you automatically enable a platform that provides remote managed services at no upfront cost and allows you to purchase licenses as the service sale is implemented

### Lower your service delivery cost and improve profitability.

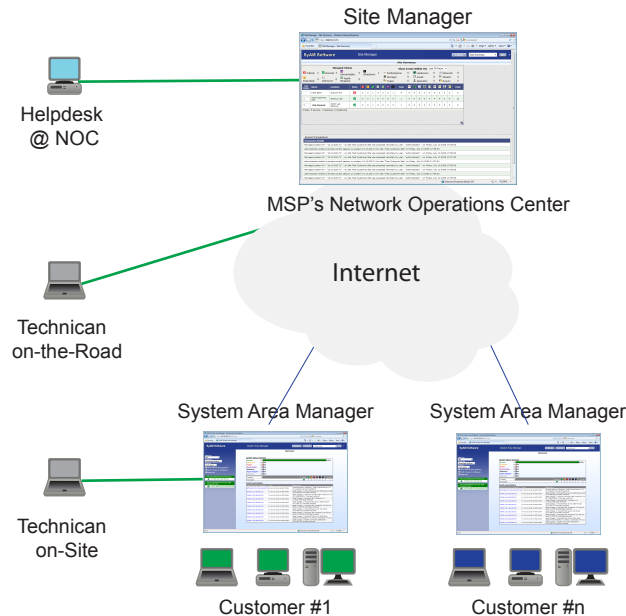
Your efficiency improves significantly as you shift more processes from field to "bench" technicians working remotely in your service center. Your time to complete help desk support calls can be reduced significantly and customer site trips virtually eliminated

### Improve customer service and increase your influence.

Improve service quality by enabling proactive services that reduce business disruption for the customer. In addition, your increased visibility into the customer's assets and infrastructure performance position you as a trusted partner with strategic insight into their IT needs.

### Expand your sales with additional services.

The capabilities of SyAM Software let you offer secured, value-added remote services, such as scheduled patch management, billable support calls based on alerts, security monitoring and audits, trouble ticketing and hardware upgrade recommendations.



## Managed Services Platform

### Discover

SyAM System Client can be installed on any x86 or x64 system. Discovery takes only seconds. No VPN, routing or negotiating firewalls are required for Site Manager to access your customer site. Proactively manage your customers' systems from anywhere in your network operations center while preserving the operational and intellectual integrity of your customers' IT assets.

### Deploy

An extensible solution, Site Manager scales as the needs of your customers change, centrally and uniformly managing one to even hundreds of remote sites deployed locally or globally. Its web-based management console provides real-time status, system and configuration Dashboards for all System Area clients managed by an IT service organization, providing users with unprecedented levels of visibility and manageability over all of their IT assets.

### Identify

Running on vPro-enabled systems, the SyAM System Client – which rolls up status to Site Manager – identifies and predicts, in real-time, failure of hardware and software resources as well as configuration and management status of all customer sites. These capabilities not only provide users with the real-time status of each System Area Manager, but also give users the ability to reallocate resources as required, improving operational efficiencies as well as margin.

### Resolve

Site Manager's remote and fully interactive KVM capabilities enable users to take full remote control of any managed vPro system at any customer site through a web browser. For managed service providers required to meet Service Level Agreements (SLAs), Site Manager's transaction audit trail and ticketing system allows them to effectively track time to resolution, reducing both the number of support calls and desk-side visits.

### Report

Site Manager's automatic and manual ticketing capabilities – parsed by site, user or event type – provide managed service providers with the ability to document ticketing estimation versus resolution time. These reports, which supply in-depth analysis of IT systems and site specific conditions, include detailed asset tracking and key data required for billing, and information that enables the MSP to be perceived as a trusted advisor to their IT operation.

Service Function	Provided
Centralized Dashboard	<input checked="" type="checkbox"/>
Centralized Asset Reporting	<input checked="" type="checkbox"/>
Help Desk Ticketing	<input checked="" type="checkbox"/>
System Hardware/Software Monitoring	<input checked="" type="checkbox"/>
Event Tracking and Alerting	<input checked="" type="checkbox"/>
Remote Management – In-band	<input checked="" type="checkbox"/>
Remote Management – Out-of-band IPMI/vPro	<input checked="" type="checkbox"/>
Intelligent Automated Power Management	<input checked="" type="checkbox"/>
Microsoft Vulnerability Scanning	<input checked="" type="checkbox"/>
Microsoft Patch Management	<input checked="" type="checkbox"/>
3 <sup>rd</sup> Party Application Deployment	<input checked="" type="checkbox"/>

### Site Manager Extends the System Area Manager Capabilities

	System Area Manager	Site Manager
Asset Management - Discovery, change tracking, monitoring, reporting and detail view	Single Site	All Sites
Auto/Manual Ticketing -User Group with Time Estimation verses Actual		All Sites
Remote KVM (Interactive with User), with any managed system (Windows, Linux OSX)	Single Site	All Sites
Remote Desktop (Through browser) with any managed Windows system		All Sites
System Reporting - Application, OS Licensing, Asset Details	Single Site	All Sites
Event Tracking - Filtering by date, type, with root cause analysis	Single Site	All Sites

# Simplified Managed Services Platform Technology powered by SyAM Software

## SyAM Management Modules

### Site Manager

Provides a web-based dashboard and central management interface to all customer sites. Provides centralized ticketing, reporting and event tracking. Runs on a system located at the Managed Service Provider's office.

### System Area Manager

Provides a web-based dashboard and management to all the systems at a customer site, reports up to Site Manager over the internet, runs on a system located at the customer site, provides out of band (AMT/IPMI) management, reporting, alerting and asset tracking.

### System Client

Intelligent agents that dynamically discover and monitor the systems, providing pro-active alerting and predictive failure analysis, reporting to the System Area Manager. Runs on each Windows, Linux, OSX system.

### Management Utility

Provides a central web-based interface to automated system discovery, application deployment, patch management, intelligent automated power management, group change management, user driven scheduling and enables group AMT System Defense policy configuration and deployment.

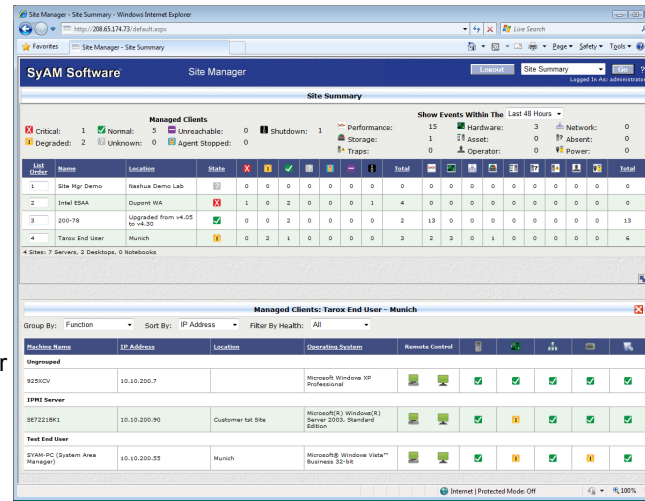
### Provisioning Server

Assists with the configuration and deployment of vPro systems across the network, using one touch or agent initiated with Small Medium Business and Enterprise Levels.

### Power Auditor

Provides administrators with an understanding of the current power usage and the potential power savings across systems within the network, then reports on savings being achieved once power management is implemented.

## Site Manager Provides Real-Time Status



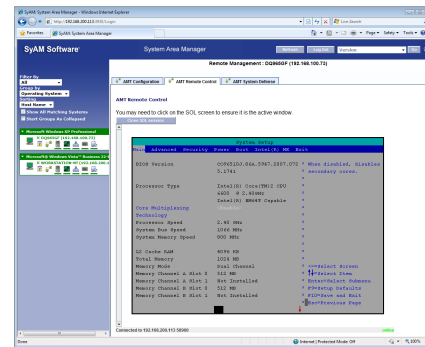
All systems at the customer sites are presented

All events that have occurred over defined time period at the customer sites are summarized with instant access

System Area Manager and System Client can be remotely accessed through the browser

Provides access to system detail configuration

## System Area Manager Providing Out of Band Management



Extended Remote Controls

- Graceful Shutdown
- System Restart
- Wake On Lan

vPro Extended Management

- Serial Over LAN
- IDE Redirection
- System Defense

IPMI Extended Management

- Power On/Off/Reset
- Event Log

Help-Desk and technicians access System Area Manager through Site Manager

## Operating System Support

	Windows	Linux	OS X
Site Manager	X		
System Area Manager	X	X	
System Client	X	X	X
Management Utilities	X		
Provisioning Server	X		
Power Auditor	X		

