

# Systems Management

The new way to manage, monitor and support IT systems

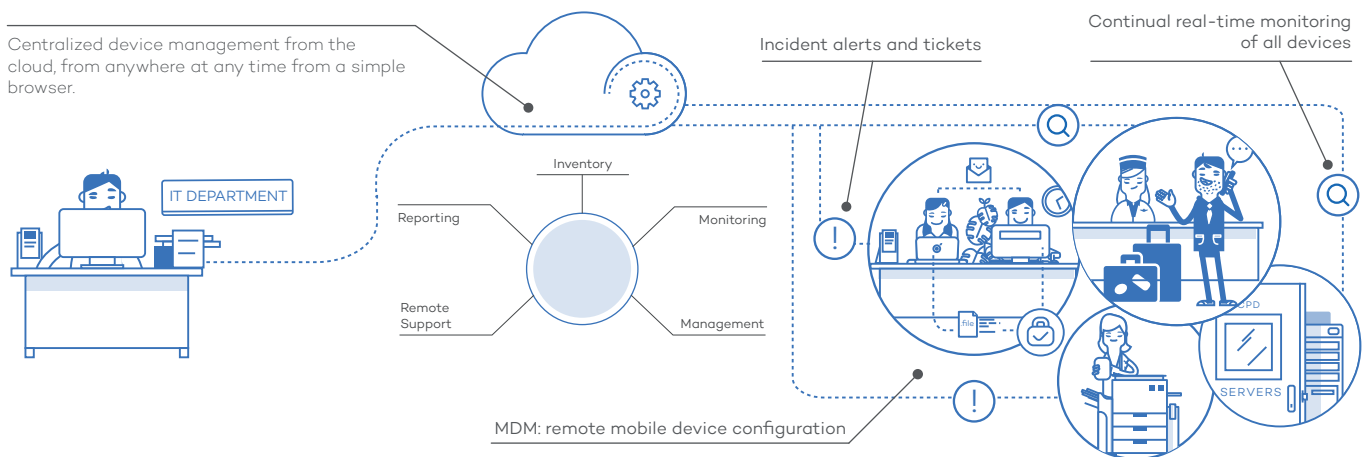


## MANAGE YOUR IT INFRASTRUCTURE SIMPLY AND PROACTIVELY WITH A RAPIDLY INTEGRATED SOLUTION

**Systems Management** is the easy and affordable way to manage, monitor and maintain all your organization's devices, whether they are in the office or remote. Thanks to the simplicity offered by the pre-configured settings, the learning curve is practically non-existent, and it ensures that the organization's IT infrastructure operates exactly according to plan.

### Why opt for System Management?

- It frees up your IT team to concentrate on value-added projects
- It resolves problems proactively
- It enhances support for new technologies and encourages adoption of BYOD



### Features

- **100% cloud-based solution:** No additional infrastructure. Manage all devices at any time and from anywhere.
- **Secure access to the service:** Two-factor authentication to verify identities. Encrypted communication with the server.
- **Management via an extremely lightweight agent** for Windows, Linux, Mac OS X, Android and iOS devices.
- **Agent-free management** of printers and other network devices (routers, switches, etc.) via SNMP, VMware ESXi (with the vSphere client) and MS Hyper-V.
- **Alerts and monitoring:** Monitor use of CPU, memory and hard disks, printers low on ink etc., with real-time graphs and alerts.
- **Make full use of our COMSTORE** where you will find hundreds of monitors for applications such as Exchange, SQL and IIS, backup services, etc. Tools for freeing up disk space and many other options.
- **Rapid tasks and scripts:** Create your own scripts or download them from our ComStore. You can also modify them to suit your needs and launch them.
- **Patch management:** Automate the deployment of updates and patches for the software installed.
- **Software deployment:** Centrally deploy software and updates.
- **Remote access:** Task management, file transfer, registry editor, command line, event log, etc. Repair devices without interrupting users, even if they are switched off. Access to user's desktops – either shared or with complete control.
- **Tickets system:** Organize, classify and prioritize incident resolution. Share and reuse technical procedures for resolving problems.
- **Manage smartphones and tablets (MDM):** Establish password policies, control over use of the device, remote connectivity settings, remote locking and data wiping.
- **Security certificates:** FISMA, SAS70, ISO 27001 and PCI DSS.



## TAKE CONTROL OF IT: ASSET MANAGEMENT

Control your devices:

- **100% granular visibility of the devices you manage**
- Stay up-to-date on your IT environment and changes
- Keep a check on the hardware and software installed and in use

## STOP FIRE-FIGHTING AND REDUCE YOUR IT COSTS

Cut out repetitive tasks and phone calls; be proactive:

- The **real-time alerts** let you identify printers low on toner, servers with little disk space and many other problem indicators
- **Automate** repetitive tasks
- The **events logs** display information for each device
- Patch management to keep all devices up-to-date
- Monitoring of mail servers, backup services, network devices, etc. to improve your company's productivity.

## KEEP IT CENTRALIZED AND SIMPLE

Manage your IT resources from a single Web console with all the information and tools you need:

- Cloud-hosted; **with no additional infrastructure**
- **Manage all your devices** no matter where they are at **any time** and from **anywhere**
- Almost non-existent learning curve

## OFFER USERS THE BEST SUPPORT EXPERIENCE, NO MATTER WHERE THEY ARE

Drastically reduce calls to support:

- Monitor and deliver **remote support** to all devices, even if they are switched off, regardless of whether or not they have the Panda Systems Management agent installed
- Use diagnostics and **non-intrusive problem resolution** to increase productivity

Evaluate productivity:

- See who's done what at what time and with what device, etc
- **It lets you see** reductions in downtime and support time
- Identify problematic hardware/software

## DON'T LOSE SIGHT OF YOUR SMARTPHONES AND TABLETS

A single tool lets you monitor and manage all your mobile devices:

- Locate stolen devices and prevent loss of data when devices are lost or stolen with password protection and remote data wiping
- Improve device security by setting standards for the passwords chosen by users. (\*)
- Block non-productive features (installation of games and apps, use of cameras, movies, etc.) (\*).
- Centrally configure VPN and Wi-Fi settings for all devices. (\*)

(\*) Available for iOS platforms

## TECH SPECS

### For workstations / file servers

- Operating systems (workstations): Windows XP SP3 (Home, Professional, Professional x64 editions), Windows Vista 32/64-bit (Starter, Home Basic & Premium, Business, Enterprise, Ultimate editions), Windows 7 (32/64-bit), Windows 8/8.1 (32/64-bit) and Windows 10 (32/64-bit).

- Operating systems (servers): Windows Server 2003 & R2 SP2 32/64-bit (Web, Standard, Enterprise, Datacenter, Small Business, Home Server editions), Windows 2008 & R2 32/64-bit (Standard, Enterprise, Datacenter, Web, Small Business), Windows Server 2012 (64-bit) & Windows Server 2012 R2 (64-bit) and Windows Server 2016 (64-bit).

Prerequisite: .Net Framework 4.0.3 or higher.

### For macOS workstations / file servers \*

- Mac OS X 10.12 Sierra
- Mac OS X 10.13 High Sierra

### For Linux workstations / file servers \*\*

- Fedora 19, 20, 21, 22, 23 \*\*\*
- Debian 7, 8
- CentOS 7
- Ubuntu LTS (Long-Term Support versions)
- Red Hat Enterprise Linux 7 and later versions \*\*\*

### For smartphones and tablets

- iOS 7 and later
- Android 2.3.3 and later

### For VMware ESXi

- Versions 4.1, 5.X and 6.X.

### Compatible browsers

- Internet Explorer
- Chrome
- Firefox
- Safari

\* The agent will work on macOS 10.7.x and later versions but support is provided and the agent is tested only on the versions specified above.

\*\* The agent may work with any Debian-based distribution but support is only provided for the ones listed.

\*\*\* For new installations of the PCSM Linux agent, you must pre-install the Mono runtime.