



PANDA CLOUDSYSTEMS MANAGEMENT

The new way to manage, monitor and support IT systems

Manage your IT systems simply and proactively out-of-the-box, reducing costs and increasing efficiencies

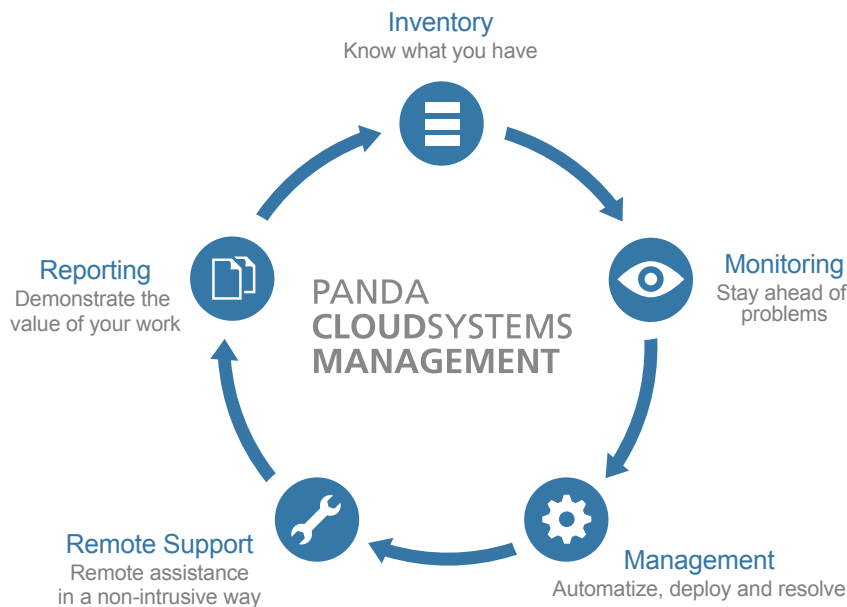
Panda Cloud Systems Management is the easy and affordable way to **centrally manage, monitor and support all your organization's devices**, whether they are in the office or on-the-road. Its out-of-the-box simplicity ensures a near zero learning curve and ensures everything IT runs smoothly.

Why Panda Cloud Systems Management?

Because your IT team can't spend most of the time firefighting.

Because addressing problems proactively prevents them from occurring.

Because users increasingly depend on devices and technology brought in from outside (BYOD).



Features

- ✓ **100% cloud-based solution:** No additional infrastructure. Manage all devices any time, anywhere.
- ✓ **Based on an ultra-light agent:** Compatible with firewalls, VPN NAT, and SSL encryption for secure communication with the server.
- ✓ **Warnings & Monitoring:** Control CPU, memory, disk usage, services, Exchange servers, 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, etc. All these integrated tools let you repair multiple devices without disrupting users, even if they are switched off.
- ✓ **Remote control:** Desktop access shared with the user or full control. Firewall & NAT Friendly.
- ✓ **Tickets system:** Organize, classify and prioritize incident troubleshooting. The tickets system lets you document, share and re-use technical procedures for resolving incidents.
- ✓ **Software License Management:** Track all installed software.
- ✓ **Reports:** Email on-demand or scheduled branded reports. Know who's doing what and when. Find out where most of your resources are consumed.

1 Get IT under control: asset management

Control what you own

- 100% granular **visibility** of the devices you manage.
- Keep **up-to-date** with your environment and **changes**.
- Control the software and hardware installed and used.
- **Prevent non-productive, dangerous activities**.

2 Stop firefighting and reduce your IT costs

Reduce repetitive work, phone calls and become pro-active

- **Real-time warnings** pinpoint issues before they become problems.
- **Automate** repetitive tasks.
- **Logs track** all the info on each device.
- Patch management keeps all devices up-to-date.
- The **Tickets system** can reduce the average time spent resolving incidents, encouraging exchange of information and re-use of technical procedures.

3 Keep IT central, keep IT simple

Manage all IT resources from a single web-based console, with all the necessary information and tools.

- 100% cloud-hosted. **No additional infrastructure**.
- **Manage all devices** regardless of where they are or where you are, **any time, anywhere**.
- Tools are constantly updated and extended.
- Extremely light communication agent.
- Near zero learning curve, deploy in minutes.

4 Don't just create value, prove it.

Evaluate the work done

- Show who did what, with which device and for how long, etc.
- **Demonstrate** decreases in downtime and time dedicated to support.
- Identify problematic hardware/software.

5 Give end users the best support experience regardless of where they are

Pro-active and non-intrusive issue resolution will drastically cut support calls

- Monitor and offer **remote support** for all your employees' devices, even if they are switched off.
- **Non-intrusive diagnostics** and issue resolution for greater productivity.
- Trace stolen laptops and swipe all sensitive data.

Tech Specs

For Apple Macintosh

- Apple OS X 10.6 (Snow Leopard)
- Apple OS X 10.7 (Lion)

For Windows

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

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

Browsers compatible:

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

