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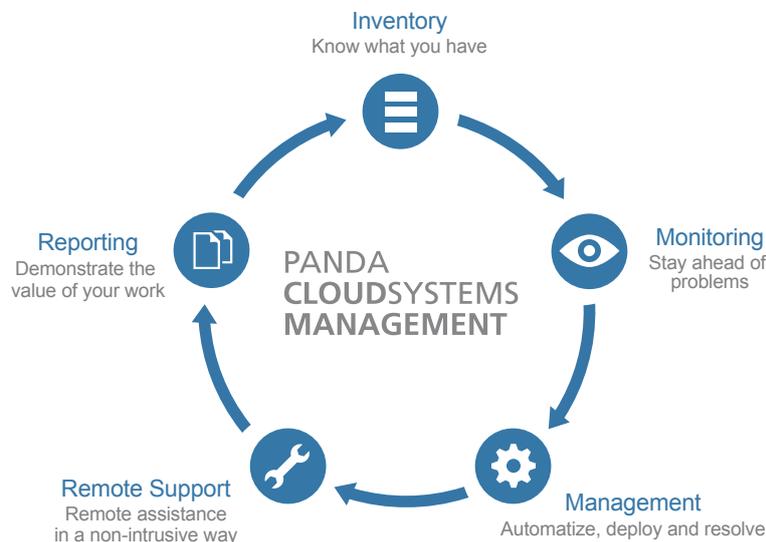
Panda Cloud Systems Management is the easy and affordable way to **centrally manage, monitor and support all your organization's devices**, whether they are in the office or on-the-road. Its out-of-the-box simplicity ensures a near zero learning curve and ensures everything IT runs smoothly.

Why Panda Cloud Systems Management?

Because your IT team shouldn't spend most of it's time firefighting.
Because addresing problems proactively prevents them from occurring.
Because users are increasingly dependent on technology (BYOD smartphones, tablets and mobile devices) both inside and outside the office.

Inventory
Know what you have

Monitoring
Stay ahead of problems

PANDA **CLOUD**SYSTEMS MANAGEMENT

Reporting
Demonstrate the value of your work

Remote Support
Remote assistance in a non-intrusive way

Management
Automatize, deploy and resolve

Features

⊘ **100% cloud-based solution:** No additional infrastructure. Manage all devices any time, anywhere.

⊘ **Secure access to the service: Two-factor authentication** for identity verification and SSL encrypted communications with the server.

⊘ **Warnings & Monitoring:** Control CPU, memory, disk usage, services, printers with low toner levels, etc. with performance graphs, dashboard warnings… all in real-time.

⊘ **Managed through an ultra-light agent** for Windows, Linux, Mac OS X, Android and iOS compatible devices. Agentless management for SNMP-enabled devices.

⊘ **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. Repair your devices, even if they are switched off, without disrupting user productivity. Desktop access: full control or shared with the user.

⊘ **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.

⊘ **Mobile device management (MDM) for smartphones and tablets:** Geolocation, hardware and software inventory, remote wipe, remote lock, ability to remotely set security passwords.

⊘ **Security certifications:** FISMA, SAS70, ISO 27001 and PCI DSS.

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.

2 Stop firefighting and reduce your IT costs

Reduce repetitive work, phone calls and become pro-active

- **Real-time alerts** for printers with low toner levels, servers with low disk space and other issues or problems.
- **Automate** repetitive tasks.
- **Logs track** all the info on each device.
- Patch management keeps all devices up-to-date.

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.**
- Extremely light communication agent.
- Near zero learning curve.

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

- **Remotely** monitor and support all devices, even if they are switched off.
- **Non-intrusive diagnostics** and issue resolution for greater productivity.
- Trace stolen laptops and swipe all sensitive data.

6 Don't lose track of your smartphones and tablets

Manage and control your mobile devices from a single tool

- Get granular visibility into all mobile devices on your network.
- Prevent data theft from stolen devices with password-based security and remote wipe.
- Locate stolen devices.
- Control installed apps and device performance.

Tech Specs

For Windows*

- Windows XP and Vista (32-bit & 64-bit)
- Windows 7, 8 and 8.1 (32-bit & 64-bit)
- Windows Server 2003 and 2003 R2 (32-bit & 64-bit)
- Windows Server 2008 (32-bit & 64-bit)
- Windows Server 2008 R2 (64-bit)
- Windows Server 2012 and 2012 R2 (64-bit)

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

For Apple Macintosh

- Apple OS X 10.6 (Snow Leopard), OS X 10.7 (Lion), OS X 10.8 (Mountain Lion), OS X 10.9 (Mavericks)

For Linux

- Redhat 5.x and later
- Fedora 19.x and later
- CentOS 5.x and later
- Debian 5.x and later
- Ubuntu 11 and later

For smartphones and tablets

- iOS 6 and later
- Android 2.3.3 and later

Browsers compatible:

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

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