



# PANDA CLOUDSYSTEMS MANAGEMENT

The new way to manage, monitor and support IT systems

## Problem statement

All too often, IT service providers struggle to stretch minimal resources to reduce costs, only to be stuck with a fragmented mash-up of cheap, yet ultimately costly, reactive tools to manage their customers' IT systems. This disjointed approach creates a vicious circle of greater internal inefficiency and increased downtime and incidents for end customers.

## The simple and affordable way to manage and extend your client base.

Panda Cloud Systems Management **improves efficiency** and **reduces the time and costs** dedicated to each service account thanks to new, centralized cloud-based management.

This simple and highly automated approach to management allows for greater collaboration between your technicians and lets you **expand your business** without hiring new, specialized personnel.

## Why Panda Cloud Systems Management?

**Because** staff headcount is often a service provider's greatest expense.

**Because** freeing up time and resources lets you expand your customer base, extend your service portfolio and pursue strategic opportunities.

**Because** no additional infrastructure is required to centrally manage your customers' devices, smartphones and tablets. This is a 100% cloud-hosted Solution.



## 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.
- ✓ **Managed through an ultra-light agent:** for Windows, Linux, Mac OS X, Android and iOS compatible devices. Agentless management for SNMP-enabled devices.
- ✓ **Warnings & Monitoring:** Control CPU, memory, disk usage, services, printers with low toner levels, 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... Repair your customers' 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.
- ✓ **Branding:** Personalize the logos, reports and much more with your own corporate image.
- ✓ **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 Expand your client base and your service portfolio

Understand the needs of your clients and **offer more products and services**:

- Detection of unlicensed software
- Detection of obsolete hardware
- Server monitoring
- 24/7 support
- Cross-platform support (Windows, Mac, Android and iOS tablets and smartphones)
- Tracking of printer supply usage
- Location and tracking of lost or stolen smartphones and tablets. Protection against confidential data loss.

Remote access and monitoring of devices lets you **extend the geographic range** of your activity.

## 2 Reduce costs and time dedicated to each service account = greater margins

- Real-time warnings and logging of changes to hardware and software **reduce incident response time**.
- **No additional infrastructure** required, the entire service is hosted in the cloud.
- High level of automation of repetitive administrative tasks.
- The **Tickets system** can reduce the average time spent resolving incidents, encouraging exchange of information and re-use of technical procedures.

## 3 Increase customer loyalty and renewals

- Proactive, non-intrusive service **avoids interrupting users**.
- Greater efficiency helps consolidate **client loyalty**.
- Reports show clients all the action taken.
- Private label the product to your own look and feel
- Professionalize your service by using your own brand image.

## 4 Keep IT central, keep IT simple

- **Remote management** of all customers' devices, both in and out of the office, even when they are switched off.
- Service can be accessed from **anywhere at any time**, enabling greater communication across your technical team.
- **Zero learning curve** – deploy in minutes.



### 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

