



# PANDA CLOUDSYSTEMS MANAGEMENT

The new way to manage, monitor and support IT systems

## Problem statement

When IT service providers struggle to stretch minimal resources across their service accounts and reduce costs, the result is generally a fragmented mash-up of cheap, yet ultimately costly, reactive tools used to manage their customers' IT systems. This disjointed approach creates a **vicious circle of greater internal inefficiency** and increased downtime and incidents for end clients.

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

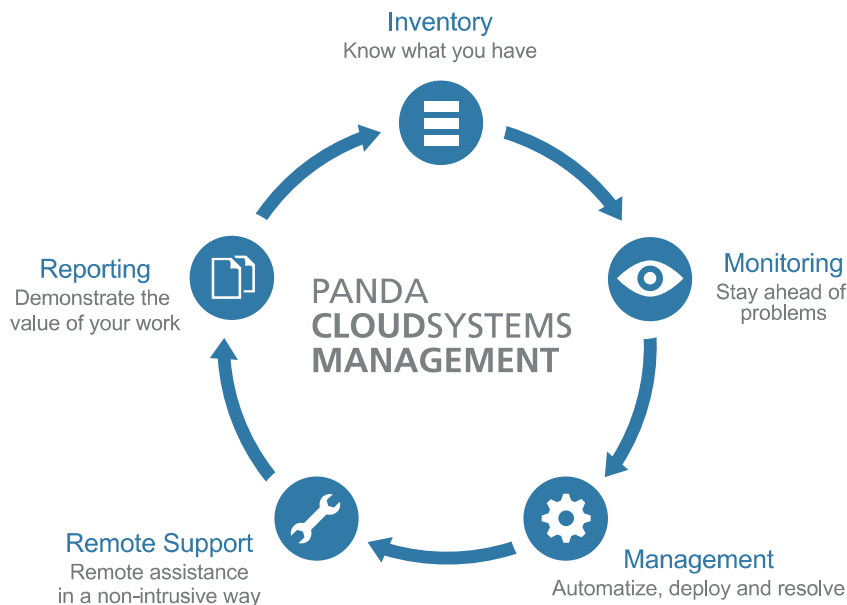
Panda Cloud Systems Management **improves efficiency** and **reduces the time and costs** dedicated to each service account thanks to new, centralized cloud-based management. This simple and highly automated approach to management **allows** for greater collaboration between your technicians and lets 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** there is no additional infrastructure. It is a 100% cloud-hosted solution.



## Features

- ✓ **100% cloud-based solution:** No additional infrastructure. Manage all devices any time, anywhere.
- ✓ **Agent based:** Extremely light agent. Firewall, NAT VPN-friendly.
- ✓ **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 SMAAppStore 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... built-in remote tools let you fix multiple devices without interrupting users.
- ✓ **Remote control:** Desktop access shared with the user or full control. Firewall & NAT Friendly.
- ✓ **Secure communications:** All communications between agents and servers are encrypted (SSL).

## 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
- Response to device theft
- Charge-per-device

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.

## 3 Increase customer loyalty and renewals