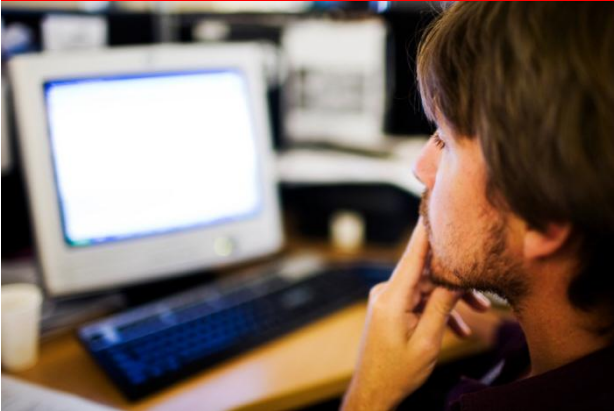


Proactive Desktop Management



All Covered's Proactive Desktop Management provides:

- Complete software and hardware inventory and auditing capabilities
- Anti-virus with automated virus definition updates
- Automated Windows patch management and critical operating system updates
- Secure remote access to address issues identified through alerts; remote access can be done without the user present
- Image-based backup — in case of a major corruption, the entire hard drive is almost instantly back up and running, which saves user valuable time and the company money
- Automated detection of new PCs added to the network so they're quickly under management and desktop maintenance; guest machines can be ignored

Having stable and reliable PCs is just as important as keeping the servers and network up and running. However, PC maintenance is often neglected because the tasks can be cumbersome and time consuming.

All Covered's proactive, automated desktop management allows organizations to achieve PC uptime and reliability easily and cost effectively.

Asset Inventory and License Management

Software applications, license keys and hardware inventory are easily documented and tracked through the asset inventory and license management capabilities. Customized inventory and audit reports are available.

Patch Management and System Optimization

An unpatched PC can be the target of viruses and malware which can then spread throughout your organization and wreak havoc on employee productivity and security. The service keeps your PCs updated with the latest security and critical operating system patches. In addition, system optimization tasks such as disk defragmentation or cache cleaning are done regularly so the PC's life is extended while running at peak performance.

Routine maintenance is generally done after hours, so it doesn't disrupt users during business hours. Desktop management tasks can also be done around the user's schedule so they stay as productive as possible.

Secure Remote Control — Attended and Unattended

If issues are identified during maintenance, All Covered can remotely access the PC securely without the user being present.

Image-based Backup and Recovery

A Network Attached Storage (NAS) device is installed on the network so PCs (and servers) can be backed up. Image-based backups allow for very rapid recovery of the entire PC, so users don't have to wait for their PC to be rebuilt, even if there's a major hardware or operating system corruption. In many cases, the system is back up and running within an hour.

How it Works

PCs are identified using a network discovery tool, then a lightweight agent is installed on each PC under management. Proactive maintenance tasks are automated and run on a regular basis. The team is alerted if there are PCs that require attention (low disk space, new security patch or missed backup, for example), then they can log in securely and fix the issue.