

# Remote Device Management Services (RDMS)

**Fast, Easy and Reliable Solution**



## Overview

Allied Digital's Remote Device Management Services (RDMS) offering takes the responsibilities of day to day end user device management, freeing your team to work on the strategic initiatives. Our remote management experts perform the daily activities required to keep your end user device secure and operational 24X7. Many system administration and technical support tasks can be performed directly on your PCs and servers without the presence of an on-site technician being necessary.

In addition to remote desktop control features you can also get a performance and inventory information from remote PCs, chat with remote users, make a remote screenshots.

Utilizing the best-in-class remote management and automated tools, our distinctive 'cloud-enabled' infrastructure offers flexible and scalable solutions. This accommodates both evolving technologies as well as changing market demands. It enables client to remain competitive while implementing customized Cloud and Virtualization strategies.

## What We Offer

Our cloud based remote device management services gives you total control over the end user devices by utilizing following offerings:



- Remote OS and Software Distribution
- Software license compliance and utilization management
- End Point Security Monitoring & Alerting
- Online Back-Up and Profile Migration
- Policy-based and Patch Management
- Power Management for "green initiatives"
- Asset Management (hardware/software)
- Remote Takeover
- Robust reporting dash board in your customizable Reporting Portal

## Why RDMS ?

- Remote desktop management takes away the step of driving to your location and helps reduce your PC support costs.
- Scheduled system maintenance such as software & virus definition updates, backup processes, etc. can be done in a more timely fashion keeping your systems out of harm's way.
- Manage security and compliance in distributed IT environment
- As complexity and device choice grows, organizations need to find more cost-effective ways to support.

## Our Methodology

RDMS is supported by our team of desktop management experts having various tools and technologies certifications. Allied Digital experience of managing over 200,000 end user device eliminates the learning curve and guesswork associated with a go-it-alone approach to system management. Our fully hosted service is located in our SAS 70 Type II datacenter. Through our mature implementation process, project management staff and system engineers will connect to your existing network securely or establish a Point-To-Point VPN to our hosting center, ensuring your system management data is secure and available.

Allied Digital's fully managed hosted RDMS eliminates the need for upfront CAPEX by utilizing:

- Fully hosted solution which eliminates the purchase of IT assets for device management
- Centralized pool of remote device management resources experienced on the various industry leading tools and technologies
- Our client centric approach helps you to focus on your core business and we manage IT.

## Our Strategic Partner Solution

### Intel vPro

- Remote vPro activation and provisioning
- Out of band management: Remote power on system update power off
- Remote KVM and Fast Call for Help: Remote takeover throughout the boot process
- IDE Redirect and Remediation: Boot to an alternate OS even if the Hard drive fails

### Lenovo TVT

- Remote TVT activation and provisioning
- Rescue and Recovery Management
- Active Protection System: Airbag technology for Hard Disk
- Access Connections: Easily manage your Network Connections
- Security Solutions: Manages password and provides enhanced security

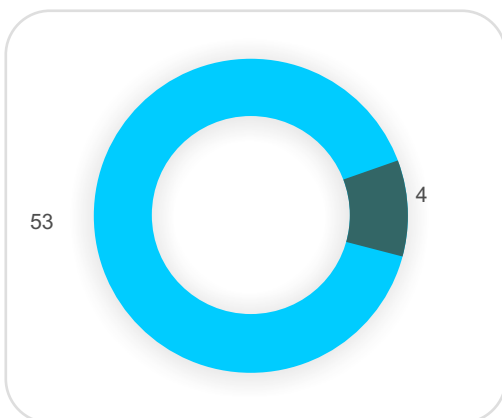


## Reporting

Allied Digital's automated and highly customized reporting portal assist client to get real time reporting based on the IT and business needs. This act as a business intelligence report which helps CIO organization to conduct gap analysis and optimize IT environment. Some of the key features:

- Gives you instant access to thumbnail views of reports for immediate access to inventory and status information through an intuitive report dashboard.
- Includes expanded publishing capabilities to let you schedule and automatically generate reports in HTML, PDF, DOC, RTF and XLS formats, and publish those reports to a file share for improved access to current data.
- Provide e-mail generated reports to an individual or to groups of console users; automatically applies each user's scope to filter inapplicable information out of the report and create higher relevance and accessibility.

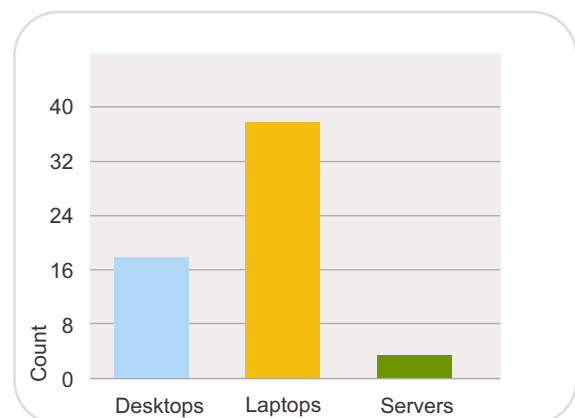
**CPU Speed - Graph**



**CPU speed**

CPU Speed	Count
Less than 1 Ghz	0
1 - 1.5 Ghz	0
1.5 - 2 Ghz	4
2.1 - 3 Ghz	53
Over 3 Ghz	0

**Managed Devices Dashboard- Graph**



**Managed Device**

Device Name	Count
Desktops	19
Laptops	37
Servers	1

## Business Value

Allied Digital experience in delivering remote management services over the cloud to more than 2.5 million desktops and notebooks globally has helped our clients with:

- Reduced Cost of Ownership for your PC Fleet
- Convert PC Management from a Capital Expense to an Operating Expense
- Protect and Secure Corporate Assets
- Reduce Compliance and Audit Exposure
- Increase User Productivity and Satisfaction

# Service Line Card

Solutions features	Service	Benefit	Differentiators
<b>Fully Hosted Solution</b>	<ul style="list-style-type: none"> <li>Private Cloud SaaS offering of LANDesk Management suite</li> <li>Fully hosted &amp; Managed</li> <li>Secure, dedicated infrastructure</li> </ul>	<ul style="list-style-type: none"> <li>No infrastructure to maintain or licensing to purchase.</li> <li>Flexible Op-Ex vs. Cap-Ex spending.</li> <li>Fully managed infrastructure.</li> </ul>	<ul style="list-style-type: none"> <li>US based SAS 70 Type II certified data center to ensure compliance and security.</li> <li>Fixed per device monthly service fee.</li> </ul>
<b>Proven Experience</b>	<ul style="list-style-type: none"> <li>Dedicated, certified remote system management expert.</li> <li>Established procedures built on industry recognized best practices</li> </ul>	<ul style="list-style-type: none"> <li>Rapid implementation.</li> <li>No learning curve.</li> <li>Fully accountable service delivery team</li> </ul>	<ul style="list-style-type: none"> <li>Experience and expertise of over 200,000 systems currently managed.</li> <li>ITIL and HDI based service delivery</li> </ul>
<b>Implementation Methodology</b>	<ul style="list-style-type: none"> <li>Dedicated experienced implementation team and detailed project plan</li> <li>Clear methodology for streamlined, non-disruptive transition</li> </ul>	<ul style="list-style-type: none"> <li>Streamline transition and minimize disruption to the enterprise</li> <li>Fast track to "go live"</li> <li>Enables immediate benefits</li> </ul>	<ul style="list-style-type: none"> <li>PMI Certified Project Management Team makes transition smooth and non-disruptive. Clients begin reaping the benefits of the new service faster</li> </ul>
<b>Software packaging and deployment</b>	<ul style="list-style-type: none"> <li>Targeted, schedule application deployment and update.</li> <li>Customized application packaging and distribution</li> <li>Bandwidth Saving technologies and off-hour distributions reduce user impact.</li> </ul>	<ul style="list-style-type: none"> <li>Standardize application versions and update schedules throughout your enterprise</li> <li>Targeted application delivery by user or machine and reduce licensing spend</li> <li>Improved productivity through standardization and off hour updates</li> </ul>	<ul style="list-style-type: none"> <li>Expert application packaging team and comprehensive application package library.</li> <li>Integration with wake-on-LAN and vPro technology to maximize out of band updates</li> </ul>
<b>Asset management and software metering</b>	<ul style="list-style-type: none"> <li>Detailed hardware and software asset inventory.</li> <li>Network discovery for unmanaged assets</li> <li>Detailed software utilization reports and harvesting of underutilized software</li> <li>Consultative quarterly asset review</li> </ul>	<ul style="list-style-type: none"> <li>Real-time pulse on hardware and software assets changes</li> <li>Notification of new assets introduced in to environment</li> <li>Reduce software spend by reclaiming unused titles</li> <li>Detailed reports compare software purchases entitlements against install base and usage history</li> </ul>	<ul style="list-style-type: none"> <li>Dedicated team of asset management professionals.</li> <li>Publisher focused software licensing experts.</li> <li>Quarterly scheduled asset review and consulation.</li> <li>Customizable, centralized asset reporting portal for easy to read, up-to-date asset information.</li> </ul>
<b>System Patch and Security Management</b>	<ul style="list-style-type: none"> <li>Robust security patch management.</li> <li>Centralized anti-virus and anti-malware management.</li> <li>Comprehensive real-time compliancy reporting.</li> <li>Optional Data leakage protection technology encrypts or denies usage of removable media like flash drives and CDR.</li> </ul>	<ul style="list-style-type: none"> <li>Target system updates ensure high level of security without compromise to business functionality.</li> <li>Host intrusion protection defends against zero day attacks.</li> <li>Secure, auditable DLP policies prevent data loss, protecting your customers and your reputation</li> </ul>	<ul style="list-style-type: none"> <li>Specialized experts in security and patch management</li> <li>Best in class patch management process based on our unique business profiling methodology.</li> <li>Dedicated Security Operations Center for operational oversight and compliancy</li> </ul>
<b>"Green" computing</b>	<ul style="list-style-type: none"> <li>Power management and compliancy reporting</li> <li>Power savings recommendation and consultation.</li> </ul>	<ul style="list-style-type: none"> <li>Reduce carbon emissions and environmental footprint.</li> <li>Lower operational cost from electric consumption</li> <li>Take advantage of government energy rebates.</li> </ul>	<ul style="list-style-type: none"> <li>Customizable policy based power profiles delivered to enterprise system based on Business Profile and user needs.</li> <li>Comprehensive reporting for compliancy and rebate credit.</li> </ul>

For more information contact us at: [enduserit@allieddigital.net](mailto:enduserit@allieddigital.net)

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