



# MANAGED WORKPLACE® 2011

Managed Workplace is a comprehensive web-based monitoring, alerting, remediation, automation reporting and service platform designed exclusively for IT service providers.

Managed Workplace delivers new recurring revenues, increased product and services sales, fast proactive customer service and significantly lower operating costs. Available in both on-premise and cloud versions, Managed Workplace is the foundation for profitable managed services.

The extensive library of policy modules, rich APIs and deep vendor relationships within Managed Workplace combine to deliver the most comprehensive managed services architecture available including deep integration with all leading Professional Service Administration (PSA) solutions. With Managed Workplace, service providers are able to monitor and manage the entire IT ecosystem, including computers, security systems, telecommunications equipment, printing and imaging assets, cloud services, and more.

With Managed Workplace, Level Platforms helps you 'See All' that occurs in the client's network, 'Manage All' alerts and rapidly execute remediation to address issues as they arise, and 'Service All' your customers' needs with the highest possible levels of responsiveness and quality.

## FEATURES

### Best Practices Monitoring and Alerting

- Get up-and-running with 24/7 best practices monitoring, alerting and management with our extensive and growing library of hundreds of comprehensive policy modules for local IT infrastructure and cloud services.
- Obtain deep monitoring of health, availability and performance.
- Receive immediate alert notifications on the things that matter, so you can resolve issues quickly.
- Use powerful group policies to streamline your operations and lower costs.
- Employ our fully integrated optional agent to complement our industry-leading agentless architecture for the ultimate in flexible deployment and total IT coverage.

### Comprehensive Asset Management

- Know what is happening at every customer site with continually updated, accurate and automatic discovery of detailed network assets.
- Easily identify obsolete, underutilized and stressed assets, optimize configurations and identify project opportunities.
- Access powerful management features for software assets with license keys, hardware configurations and operating system parameters.
- Leverage out-of-band monitoring and management for Intel® vPro™ devices and resolve problems on otherwise unavailable machines. Boot an unavailable PC to the BIOS or to an image.
- Automatically collect warranty information on devices from Acer, Compaq, Dell, Gateway, HP, IBM, Lenovo and Toshiba, and generate alerts to be notified of impending expirations, so you can protect your clients' critical infrastructure with extended warranties.

### Remote Control and Remote Management

- Create lightning-fast web-based connections from any computer to any Windows or network device at any customer site.
- Fix problems instantly without having to open ports or firewalls.
- Avoid delays and security risks resulting from traditional remote control software reliance on external websites.
- Single click into any internal PC, server, network device or application web console.
- Leverage powerful desktop utilities for remote remedial and diagnostic tasks.
- Gain back-end access to end-user systems with a suite of remote tools to perform remote remediation of issues without interrupting work in progress.
- Initiate Remote Assistance sessions to shadow Windows desktops, conduct live chat with the logged in user, and take control if required.

See All. Manage All. Service All.

[www.levelplatforms.com](http://www.levelplatforms.com)

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## Managed Print Services

- Discover network printers and imaging devices automatically.
- Monitor, alert and report on printing and imaging assets.
- Respond rapidly to alerts and warning messages, including device status, paper jams, and consumable supply replenishment issues (toner, paper, fusers, drums, staples and more).
- Optimize ROI on print assets through increased device availability and reduced costs.
- Use the detailed information about page counts and consumable supplies to support cost-per-copy and automatic supply replenishment programs.

## Cloud Services Monitoring and Management

- Monitor and manage basic websites and popular cloud services that include redirects or track user sessions with JavaScript (or other technologies) and have credential requirements, including Office 365 and Google Docs.
- Accurately identify the source of performance issues – web server, cloud or elsewhere – by tracking web request transaction times.

## Power Management

- Use Managed Workplace Power Plans to reduce overall energy consumption for devices and groups.
- Apply automated rules to Windows devices to help customers reduce their operating costs and environmental footprint.
- Use enhanced control to optimize energy consumption against required device performance (including automatically powering down devices after hours) to prolong battery life for laptops and reduce associated noise in the working environment.

## Patch Management

- Use extensive automated patching capabilities for Microsoft systems and software ensuring customer networks are protected with immediate patching direct from Microsoft.
- Configure patches for automated deployment or prior approval.
- Install and upgrade third-party software.

## Automation On Demand

- Automate your business with a comprehensive automation framework leveraging multiple standard scripting techniques and libraries.
- Easily assign automated tasks to multiple devices or groups to achieve major operational efficiencies.
- Schedule a task to run immediately, once on a specific date and time, on a recurring schedule, or if triggered by an alert.
- Schedule routine maintenance tasks such as running a defrag or checkdisk on a group of devices after hours on a daily, weekly or monthly basis.
- Get instant views of tasks status and schedules with the powerful automation dashboard.
- Access our large and growing library of hundreds of popular scripts.
- Use our simple Quick Scripts service which delivers most custom scripts in 48 hours.

## Reporting

- Provide attractive and compelling standard and customized on-demand and scheduled reports.
- Produce professional customer-facing reports with your corporate brand for winning quarterly business reviews and customer meetings.
- Use predefined asset performance reports to identify and support product sale and project opportunities.
- Demonstrate immediate value to customers and prospects by addressing pain points identified by Network Audit reports which provide detailed insight into the customer's entire IT environment.

## Deep Service Desk Integration and Collaboration

- Best-in-market deep integration with Autotask, ConnectWise, Tigerpaw and others.
- Easily integrate with external NOCs to extend your service offering.
- Define unlimited user views and administrative rights for easy configuration of virtually any collaborative service scenario using point-and-click granular control of user roles and permissions.
- Synchronization of PSA and Service Desk solutions allows consolidation of case data from multiple service partners.

## Operations Management

- Integrate with leading third-party vendor applications, such as Symantec Backup Exec 2010.
- Use a single dashboard to get a complete picture of your Symantec Backup Exec environment and respond to issues from within Managed Workplace.

## Partner Services

- Build your business quickly based on the best practices of successful MSPs.
- Leverage award-winning free business support and technical training.
- Access the expertise of one of the largest MSP communities via our forums and continually updated, resource-rich Partner Portal.
- Rely on one of the most responsive and knowledgeable technical support teams in the industry.
- Ensure you are getting the greatest possible value from your technology investments with customized consulting, training and project management from Level Platforms Professional Services while freeing up internal staff for strategic projects.

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