



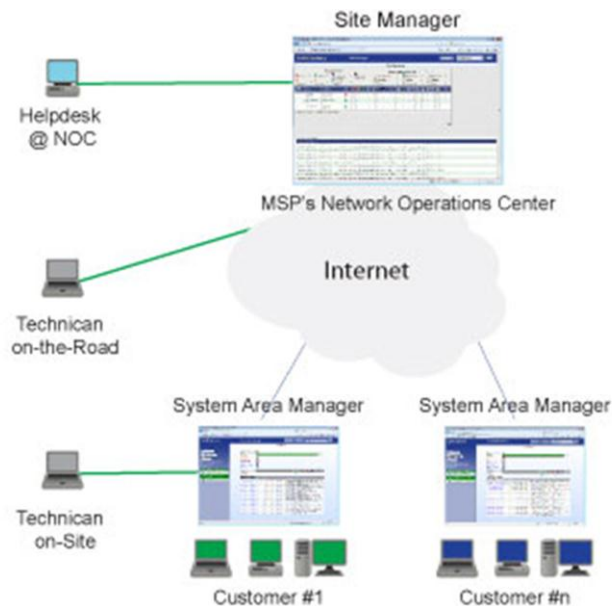
System Management Simplified

Combine Alexander LAN's 24x7 System Stability Services with SyAM System Management Software to proactively prevent failures...with surprisingly minimal effort

SITE MANAGER

Manage multiple data centers from anywhere

Discover: Discover any x86/x64 system in seconds. No VPN, routing or negotiating firewalls required for Site Manager to access your remote data centers. Proactively manage systems from anywhere in your network operations center while preserving the operational and intellectual integrity of your IT assets.



- Deploy** An extensible solution, Site Manager scales as the needs of your environment changes, centrally and uniformly managing one to even hundreds of remote sites deployed locally or globally. Its web-based management console provides real-time status, system and configuration Dashboards for all System Area clients managed by an IT service organization, providing users with unprecedented levels of visibility and manageability over all of your IT assets.
- Resolve** Site Manager's remote and fully interactive keyboard, video, mouse (KVM) capabilities enable users to take full remote control of any managed vPro system at any customer site through a web browser. For managed service providers required to meet Service Level Agreements (SLAs), Site Manager's transaction audit trail and ticketing system allows them to effectively track time to resolution, reducing both the number of support calls and desk-side visits.
- Report** Site Manager's automatic and manual ticketing capabilities – parsed by site, user or event type – provide managed service providers with the ability to document ticketing estimation versus resolution time. These reports, which supply in-depth analysis of IT systems and site specific conditions, include detailed asset tracking and key data required for billing, and information that enables the MSP to be perceived as a trusted advisor to their IT operation.
- Identify** Additionally, for any Intel vPro-enabled systems, the SyAM System Client – which rolls up status to Site Manager – identifies and predicts, in real-time, failure of hardware and software resources as well as configuration and management status of all customer sites. These capabilities not only provide users with the real-time status of each System Area Manager, but also give users the ability to reallocate resources as required, improving operational efficiencies and minimize expense.
- Feature/Function**
- ✓ Auto/Manual Ticketing - User Group with Time Estimation verse Actual
 - ✓ Remote Keyboard, video, mouse (KVM) for Windows, Linux, OSX systems
 - ✓ Remote Desktop (through browser) with any managed Windows System
 - ✓ System Reporting - Application, OS Licensing, Asset Details
 - ✓ Event Tracking - Filtering by date, type, time, with root cause analysis

Service Function Provided by Management Modules

- Remote Management – In-band
- Remote Management – Out-of-band IPMI/vPro
- Centralized Dashboard
- Centralized Asset Reporting
- Intelligent Automated Power Management
- Help Desk Ticketing
- Microsoft Vulnerability Scanning
- System Hardware/Software Monitoring
- Microsoft Patch Management
- Event Tracking and Alerting
- 3rd Party Application Deployment

SYSTEM AREA MANAGER

Manage multiple systems from anywhere

Manage and monitor key components of your IT infrastructure: servers, storage, desktops, notebooks, and Point-of-Sale systems (POS). Keep systems functioning at peak efficiency.

- Power Management enables reduced power consumption across all systems
- Manage and configure PCI RAID systems from different manufacturers with one interface that replaces all of the complex interfaces from different manufacturers
- Dynamically gather highly detailed asset data on all products and generate reports for compliance and other purposes – all with no human intervention
- Monitor and alert on a wide spectrum of system parameters including temperature, voltage, power redundancy, fan speeds, physical intrusions, disk capacity, memory module errors, and network connectivity status
- Log and compile a variety of system events to quickly track ongoing systems issues and respond to them quickly and efficiently
- Configure alerting options that can assign different alerts to different groups – focusing key people on key tasks
- Remotely identify and repair problems without leaving your desk
- Remotely resolve failed systems using IPMI and vPro out-of-band management
- Take over KVM for a remote system and fix issues on-the-fly

SYSTEM CLIENT

Manage individual systems from anywhere

Gather information from, monitor, and repair individual servers, desktops, notebooks, and POS systems from anywhere.

- Discover systems assets dynamically, reducing the workload on IT staff
- Monitor systems continually and address alerts before they lead to failures
- Remotely identify and repair problems without leaving your desk Increase system longevity by ensuring it continually operates within guidelines
- Reduce the TCO of each system
- Remote Keyboard, Video, Mouse Control
- Remote Out of Band Management (IPMI / AMT)
- Power Management
- Asset Change Tracking, Alerting and Reporting
- Physical/Logical/RAID Storage Monitoring and Configuration
- Utilization and Performance Monitoring
- Configurable Alerting Email/SMS/Pager/SNMP
- Enterprise Framework Integration (SNMP and Sys Event Log)

DETAILED ASSET REPORTING

- Machine Name
- Health State
- IP Address
- Operating System Version / Service Pack
- Location
- Function
- Asset Number / Value / Date Installed / Owner
- Machine Model / Serial Number / Inventory Number / Manufacturer
- Number of Logical CPU's and type
- Total amount of Physical and Virtual Memory installed and number of Memory banks used
- Number of Logical Disks and capacity available
- RAID Controllers installed
- Number of Installed Applications
- Board Model / Manufacturer
- Sensor Devices Discovered
- Display Adapter Model/Memory
- Monitor Name / Serial Number
- Total amount of Memory installed
- Individual Memory Bank Label and Capacity
- Virtual and Physical Total Memory and Memory in Use
- Total Physical Disk capacity
- Physical disk Size / Device Information
- Individual Physical disk Label and Capacity
- Logical drive – Letter – Available and Total Capacity
- RAID Controller Model / Status / RAID Level / Capacity / # Drives
- Removable Device Name / Description
- Network Adapter Number / Description / DHCP / IP Address / MAC Address
- PCI Slot Label and Status
- Applications Installed – Name / Vendor / Version

Management Utilities

Discover/deploy applications, drivers, or patches across your network

⇒ Free with license of System Area Manager

Once the systems running the System Client software are centrally managed through the System Area Manager, the utility enables additional management functionality:

- Vulnerability scans - identifies missing Microsoft updates
- Patch deployment - allows updates to be remotely deployed to those systems, quickly, seamlessly and most importantly with minimal user time
- 3rd party application deployment with user defined installation parameters
- Power Schedule Management
- Configure and apply the System Alert Matrix settings for multiple systems with a single button press
- Define a Location and Function for groups of systems
- Configure and apply notification settings for groups of systems

The management utility provides simplified power management configuration capabilities. IT Administrators can apply power schedule settings to groups of systems at a button press. They can also tie in the power on and power down capabilities into Windows scheduler so systems can be on before users arrive to start for work, most importantly saving energy with not having them wasting power and running overnight

Power Auditor

Monitors power use of multiple systems

⇒ Free with license of System Area Manager

Once installed, the Power Auditor will locate the computers you have designated to be in the trial and send regular signals via your network to these assets to obtain on/off status information. At the end of the trial, typically 7-15 days, you will be able to analyze this data in a "Proof of Savings" report. This report will demonstrate your potential cost savings from ongoing power management and the ROI you can expect when you purchase a power management software solution for your district.

Ongoing Reporting

Power Auditor will continue to provide regular reporting on the power consumption of the assets you are monitoring. If you choose to implement the power management solution across your enterprise, Power Auditor will provide you with ongoing power use data that will allow the IT department to continually monitor your cost savings for reporting and tracking purposes.



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