



## Remote Management

White Paper



# ***Remote Management***

## **Why is it important?**

Computers today must be maintained at peak efficiency. The cost of labor for administrators and contractors can cost more than the computer systems themselves. Companies today are always looking for ways to reduce costs and increase efficiency for maintenance services. Do you have the necessary tools to remotely manage your infrastructure in a way that not only reduces costs, but maintains a high level of efficiency?

As you consider your current remote management solution ask yourself three questions:

- Do I know what devices I have?
- Is my IT infrastructure efficient enough to reduce the stress of my financial executives while also ensuring a high level of performance?
- Can issues far away be taken care of easily?

These concerns are common across the industry and are rarely addressed, or even mentioned. One of the biggest drains on the productivity of administrators is making multiple trips to fix a problem. First they must make the trip to diagnose the problem. Then they must make another trip to install new hardware or software. Then they have to make yet another trip to follow up. This is a very inefficient use of time and resources and companies should stop using this approach and find a better solution in order to reduce costs.

SyAM Software has a remote management solution that gives IT managers the proper tools to remotely manage and monitor your IT infrastructure.

This paper will examine:

- Issues facing IT infrastructures
- How remote management can help your business
- Why SyAM has the most comprehensive remote management solution
- How you can reduce expenditures on maintenance services and increase investments into other parts of your business today



## Issues Facing IT Departments

*The cost of administrator salaries and contractors* can be as much or more than the annual costs of the computer systems themselves. This is an issue that has been a prime target for further examination. Some companies simply aren't aware of how to reduce costs due to a lack of resources.

*Power consumption is a high cost* and steers companies away from being more energy efficient. Leaving computer devices running all night long is unnecessary. Why leave a computer on for 24 hours when it is only needed for 8? Not having the ability to power down at night can be very costly, especially when it is added up on a weekly, monthly, or even yearly scale.

*Problems can occur thousands of miles away.* Not having a system area manager to manage multiple devices comes with a high cost. When issues arise it can be time consuming to travel to the problem to fix it. In some cases multiple trips may be needed. This not only takes up time and costs money, but it brings down the level of productivity and can interfere with day to day operations to address the issues at hand.

## Why SyAM Software is the best solution for intelligent remote management

SyAM Software gives businesses the necessary tools to help reduce expenditures on maintenance service. The substantial amount of money saved can then be allocated strategically to increase productivity and profitability. Costs are reduced by improving help desk productivity which will impact the bottom line by maximizing value and use of IT assets.

Improves help desk productivity by:

- Providing a single Dashboard and ticketing system for managing all remote sites
- Reducing time to repair by up to 85% by having full system details
- Eliminating 50% of desk side or on-site visit requirements through remote management in-band and out-of-band with IPMI and Intel® vPro Technology.
- Reducing warranty costs through pro-active system hardware level monitoring and alerting, identifying issues at silicon level
- Reducing desktop energy costs by 40% through intelligent automated power management

Impacts bottom line by:

- Managing more calls per hour through increased help desk productivity
- Allowing remote diagnostics and problem resolution reducing travel expense
- Maximizing value and use of IT assets through real-time asset reporting and identification of asset vulnerabilities/compliance
- Reducing desktop energy costs by 40%.



## Benefits of SyAM Software's Intelligent Remote Management

### ***Intelligent Job Scheduling For Automating Remote Tasks***

By scheduling jobs to power on and off systems based on the needs of the organization, the financial burden will be reduced drastically. Reducing energy consumption will not only help internal costs, but also external costs to the environment by minimizing carbon footprints.

SyAM Software gives the necessary tools to schedule policies to properly manage power consumption. Many IT managers and executives are shocked once they realize how much can be saved with such a simple solution.

The best advantage is that IT administrators set the policies themselves based on what is needed for the organization. If teachers at a school arrive for work at 7 a.m., policies can be put in place to make sure the computer systems are up and running in time. The same policies can also be made to turn off the computers at the end of the day to reduce power consumption overnight.

Applications and patches can be deployed without having to interfere with daily activities by the users. They can be intelligently deployed automatically versus manual installs which will save time and money for IT administrators.

### ***Remotely Diagnose and Resolve Issues***

With SyAM Software, productivity of administrators is increased by greatly reducing or eliminating the need for desk-side visits. Our products empower administrators to drill down to the root cause of problems whether they are hardware or software based. Our Central Management console logs systems events over time, which creates a path for administrators to follow when issues arise.

For hardware-based issues, administrators can identify the cause of the problem and also bring the correct components on the first visit. Most companies often make multiple trips because that has been an industry norm. Now SyAM Software offers a solution to reduce desk side or on-site visits.

Software issues can often be resolved remotely via our remote “take-over” capabilities. This enables administrators to take over a remote system at the keyboard, video, and mouse level to fix issues on the fly.

### ***Remote Monitoring***

Proactively monitor and alert in real-time 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.



## Summary

SyAM Software can help you manage and monitor your computer systems proactively. Once you take advantage of the features of SyAM Software you will benefit from reduced costs and time spent making desk side visits, reduced energy consumption, and more accurate monitoring of your IT assets.

SyAM continues to expand its remote management intelligence across all computing devices including high-end desktops, servers, notebooks, and tablets, enabling you to easily manage and adapt your power management processes to your changing IT environment.

**To learn more or request your power audit**

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