

REMOTE DESKTOP MANAGEMENT

DELL PROMANAGE REMOTE INFRASTRUCTURE MONITORING

DESKTOP MANAGEMENT MADE EASY

If you're not providing desktop management to your clients, you're missing out on a substantial opportunity. Desktops typically outnumber servers 20-to-1. In addition to incremental revenue, desktop management provides a complete infrastructure solution to your clients and raises your overall value to them.

If you are already offering desktop management, you understand that it can be an expensive, time-consuming effort if you don't have the right tools. Desktop management with Dell ProManage Remote Infrastructure Monitoring (RIM) provides what you need to profitably leverage this market.

DESIGNED TO PROVIDE:

Better Help Desk/Desktop Management

- Fewer expensive on-site visits
- Increase customer visibility
- Faster trouble resolution
- Fix problems before they erupt

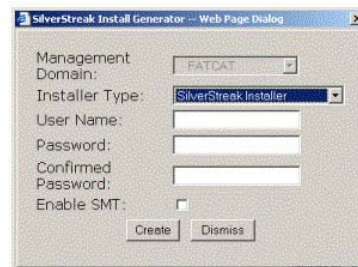
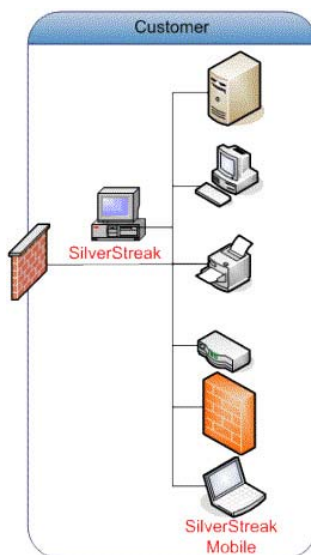
Increase Service Revenue

- Service the entire network
- Report on proactive activities
- Uncover new service opportunities

Easy Deployment

- No new software to deploy, learn, or maintain - uses existing Dell ProManage RIM deployment
- Allows agentless, agent-based and hybrid deployments with SilverStreak Mobile
- Integrated VNC-based remote desktop capability
- Supports varying IP addresses (e.g., DHCP)
- Supports off-network users with SilverStreak Mobile
- Desktop-appropriate polling for high scalability

DESKTOP SERVICE	DELL SOLUTION
Health and security monitoring	<ul style="list-style-type: none"> • Windows Event Log monitoring • Health, anti-spy, anti-virus • Windows services monitoring/restart • Desktop-appropriate thresholds and alerts • Disk space, CPU and memory monitoring
Security assurance	<ul style="list-style-type: none"> • Patch detection and distribution • Vulnerability scanning
Problem remediation	<ul style="list-style-type: none"> • SilverStreak Remote Connections • SilverStreak Mobile desktop agent
Software distribution, automation	<ul style="list-style-type: none"> • Distributed script execution
Reporting	<ul style="list-style-type: none"> • Reports can be filtered by type, showing desktop activity, plus hardware/ software asset reporting



FOR INFORMATION ON THE DELL PARTNER PROGRAM: DELL.COM/Partner

Specifications are subject to change without notice.

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