

# SILVERMINE REPORTS

## DELL PROMANAGE REMOTE INFRASTRUCTURE MONITORING

Successful service providers know the delivery of quality reports to customers is essential to their service. In many ways, the reports you provide your customers are the external face of your service – so ensuring you have highly relevant, business-level content ensures your customers clearly understand the value you provide.

Compelling reports are also an essential tool for selling managed services. The providers who are most successful in selling their services, are almost always those that demonstrate their tangible service deliverables, such as reports, during the sales process. High quality reports are an essential tool in turning prospects into customers.

Dell has reports to meet all your needs – from scorecards, to top N, capacity planning, and troubleshooting reports. You can run reports on-demand or on a schedule. You can run monthly, weekly, daily, hourly or even real-time reports for all or specific customers and devices. Reports can be written to PDF files. Scripting automates the creation and emailing of weekly reports.

Many service providers dedicate one or more full-time resources to the development and delivery of weekly or monthly reports. With Dell ProManage Remote Infrastructure Monitoring (RIM), these reports are integrated into our product, so you are a click away from reports that will make your customers stand up and take notice.

Included with our reports are:

**Performance Scorecards:** Highlights server resource utilization, top alerts, and top vulnerabilities.

**Security Scorecards:** Highlights account activity, failed logins, lockouts, missing patches, top vulnerabilities, and top security alerts.

**Monthly Service Reports:** Provide recommendations, monthly highlights, performance analysis, vulnerability analysis, and patch analysis for a customer's environment.

## FEATURES

### Performance Scorecards

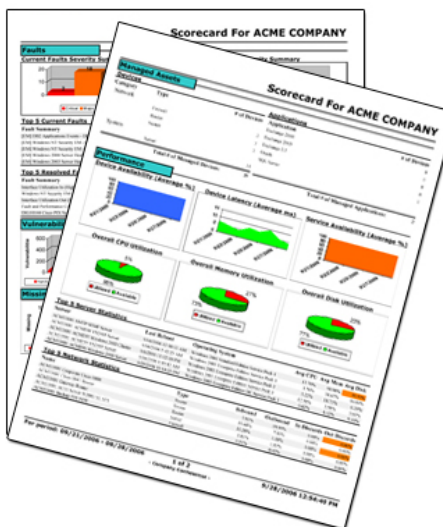
- Managed assets (devices & applications)
- Overall system summary charts
- Top 5 servers
- Top 5 network devices
- Current & resolved faults
- Latest vulnerability scan results
- Latest patch scan results

### Security Scorecards

- Managed assets (devices & applications)
- Account activity (active accounts, failed logins, account lockout)
- Vulnerabilities
- Missing patches
- Security devices (firewall event summary, IDS event summary)

### Monthly Service Reports

- Monthly highlights
- Recommendations
- Performance analysis
- Vulnerability analysis
- Patch analysis



FOR INFORMATION ON THE DELL PARTNER PROGRAM: [DELL.COM/Partner](http://DELL.COM/Partner)

Specifications are subject to change without notice.

300 Innovative Way • Nashua, NH 03062 • T: 603-589-5800 • F: 603-589-5855 • [www.silverbacktech.com](http://www.silverbacktech.com)

