

Be efficient and effective – anytime, anywhere

Regardless of your office location, you likely have employees, departments or service centers spread across the globe. Advancements in technology and communications have spurred adoption of virtual workspaces and encouraged more employees to work remotely. However, supporting a geographically dispersed workforce comes with a unique set of challenges for the IT Service Desk. Remotely accessing desktops is a cost effective way to quickly troubleshoot and resolve issues and increase user productivity.

Numara® FootPrints® Remote Manager Benefits

- ❖ Remote Control anywhere, any device, anytime with Service Anywhere overcoming remote management issues including traversing a firewall or without the requirement of a VPN
- ❖ Remove barriers associated with physical constraints of hardware
- ❖ Rapid implementation of remote management services ensures employees quickly recoup their IT investment costs
- ❖ Faster time to market with decreased system downtime and rapid request-driven provisioning

IT departments today are faced with straddling the physical and the virtual worlds and the unique pressures and obstacles they bring. Everyday tasks such as updating software, deploying security patches or even desktop troubleshooting must be able to be handled virtually as well as locally with confidence and security. IT managers agree that desktop management, including identifying problems and improving control over all of an organization's assets, wherever they are located, remain an important IT department responsibility and often results in a better return on investment.

Numara FootPrints Remote Manager provides IT managers with the means to manage the organization's assets and provide consistent desktop support. IT managers can respond as quickly and as effectively in the virtual workplace as they do in the corporate headquarters and meet different customers' needs, while providing a differentiated quality of service and reducing capital and operational costs.

Manage desktops, anytime, anywhere, anyplace

Consider the remote employee or your field sales representatives. With computers and assets located in various geographical regions, physically travelling from PC to PC to fix networks or manage routine desktop issues is not feasible. Yet, IT managers are still expected to provide consistent network access and problem resolution, and must have the ability to routinely troubleshoot and diagnose desktop issues, and maintain these assets throughout their life cycle.






Users can quickly grant access to an IT support desk representative with a single click. Connecting remotely to a user's workstation, you can address issues with administrative access, identify and revert recent changes that may have contributed to a current issue, or install software updates or applications on-demand. These actions no longer require lost time relaying instructions to the user. Employees are generally operational and productive at a much faster rate.

Businesses must effectively optimize their IT infrastructure to continue to deliver service that meets and exceeds the expectations of their business-users, both virtually and locally, without compromising quality and security.

FootPrints family

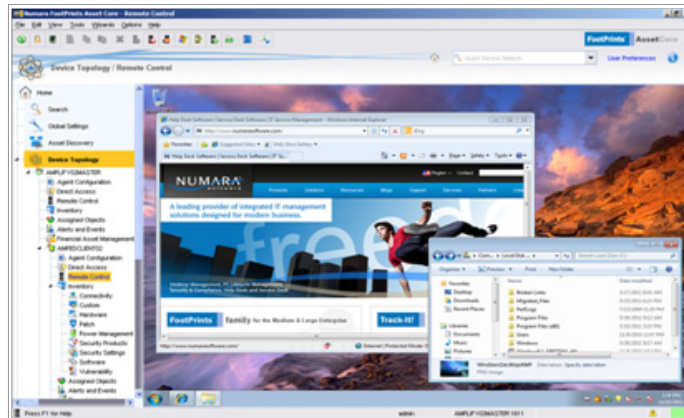
 **Incident&ProblemManager**
 **ChangeManager**
 **ConfigurationManager**
 **ServiceCatalogManager**
 **InventoryManager**

FP RemoteManager

 **DeploymentManager**
 **PatchManager**
 **DeviceManager**
 **VulnerabilityManager**
 **ComplianceManager**
 **PowerManager**
 **MigrationManager**


Features

- ❖ Remote support – remotely view and control users' PCs and quickly resolve desktop issues from afar
- ❖ Service anywhere – extends the reach of IT to include not only telecommuters and remote office locations, but also travelling workers and contractors who are not logged on to the network via VPN and traversing firewalls
- ❖ Intel® vPro integration – enables administrators to access computers even if the PC is off or the OS is down
- ❖ Security options – ensure privacy during all remote sessions with encrypted communications, authenticated sessions and user confirmations prior to network connection
- ❖ Power user mode – perform command-line executions, file transfers, clipboard management and target device restart
- ❖ Audit trail – maintain central audit file of remote control sessions and end-user acknowledgements
- ❖ Direct device access – consolidate many common device actions such as wake-up, check connectivity, reboot, shutdown, configuration summary, transfer file, remote control, file system, registry, services, process management and Windows® events and allow administrators to perform any of these options for after-hours adjustments or troubleshooting



IT Administrator view of user desktop with ability to navigate as if physically working on device.

The freedom to simply...choose

FootPrints Remote Manager is one part of a fully integrated line of IT operations management solutions. Each of these products automates and streamlines a specific IT challenge to help you reduce costs and improve service levels. Built from the ground up as a modular, yet integrated system, this family of technologies provides a single, unified solution to simplify a diverse set of complex client life cycle and service management needs.

Imagine...having the choice to:

- ❖ Decide which components or products are relevant to your business
- ❖ Have FootPrints Remote Manager deployed via a SaaS or perpetual model
- ❖ Manage various platforms from one console
- ❖ Invest in one point product, a solution set of multiple products, or the entire suite
- ❖ Buy what you need and not what the vendor dictates.

For more information on the minimum requirements necessary to use FootPrints Remote Manager, please refer to our Technical Specifications document available online.

Who are we?

Founded in 1991, Numara® Software is a leading global provider of integrated IT Operations Management solutions. Numara's family of integrated products solve Endpoint Lifecycle Management, Mobile Device Management, Help Desk and Service Desk challenges for physical, virtual and mobile devices, simplifying and optimizing IT Operations Management.



freedom
to simply **choose**
the right solution for you