

Automated Event Detection

- Dialog box detection
- Launch and termination of processes
- Processor faults (e.g. invalid page faults) and exceptions
- User logon-logoff tracking
- Network messages
- Registry changes
- System and network configuration changes
- Software and hardware installations and removals
- System startup and shutdown
- System offline/online detection
- File related events

Automated Problem Management

- Internet connectivity
- Local network and peripheral connectivity
- Print queues
- MS Windows services monitoring and re-start
- Date and time changes
- System resources monitoring and restoring

Intrusion Protection

- Start-up environment management and control
 - Prevents addition and deletion of start-up items
 - Disables and removes existing start-up items
- Intrusion protection management and control
 - Prevents changes to system configuration items
 - Cleans up existing spyware, adware and viruses
- E-mail attachment filtering (POP and Web based e-mail)
- File download filtering (configurable by file type)
- Network packet filtering and Port probe detection
- Directory and file change detection and prevention
- Program execution control allowing or preventing the execution of programs as per organizational policy
- Virus definition management extensions with centralized reporting and support for intermittently connected systems
- Automated virus scans with centralized reporting

Automated, On-demand System Management and Maintenance

- Simultaneous execution of multiple programs and scripts
- Automated file or content distribution and retrieval
- System restart, shutdown, log-off
- Process and service shutdown/restart
- On-demand remote control
 - One-click interface, Citrix® GoToAssist and VNC
- Automated printer installation and removal
- Managed execution of maintenance utilities, including Scandisk and disk defragmentation
- System clock synchronization and reset
- System wide directory and file clean-up including temporary files, browser related and scandisk/chkdisk files

Microsoft Update Management

- Centralized remote management and control over every phase of software update process
- Test environment support
- Group management within and across all locations
- Critical updates installation on-demand
- Updates removal scheduled or on-demand
- Real-time tracking and status reporting
- User notification, scheduled or on-demand
- Full reporting function with pre-packaged reports
- Configurable update download and propagation
- Wizard based operation
- Integrated with Microsoft AU client

Automated Resource Monitoring

- TCP/IP devices and services availability monitoring
- Memory monitoring and shortage alerts
- Logical disk capacity monitoring and shortage alerts
- Physical disk performance monitoring
- Processor utilization monitoring and capacity shortage alerts
- Network utilization monitoring and bandwidth shortage alerts

Automated Information Gathering

- Real-time asset management
 - Static & dynamic data collection with full DMI & WMI support
 - Automated change management
 - Online querying and custom reporting
 - Application usage profiler
 - Unlimited user defined fields
 - Detailed information about any file type including unregistered executables
- Microsoft Windows event log changes
- On-demand and scheduled file properties retrieval
- On-demand and scheduled running processes list
- Automated asset discovery
- Configuration change tracking for selected applications and system components
- User action log (UAL) recording and reporting the last 50 user actions when a problem occurs

Centralized Management and Control

The ReSOFT Dashboard gives you single-point access to current asset, security, resource, event, maintenance, and monitoring information for all system at your sites. Its two-pane structure lets you easily and quickly extracts detailed system and problem management information.

The System Status Snapshot (SSS) function lets you produce a comprehensive report including the asset, security; resource, event, and maintenance profile for one ore more systems with a single action.

Provisioning and Metering

- Automated application enabling/disabling
- Centralized control
- Standard image customization
- Tamper proof
- Real-time tracking of application usage - number of times and amount of time used per user, per product, per system

ReSOFT System requirements

- ReSOFT supports any device running on Microsoft windows based OS
- ReSOFT client has no minimum memory or processing power requirements.

Pricing

- Based on per devices subscription fees, No minimum or cancellation fees

Measure of Value

- Break-even - One to two calls eliminated per supported devices per week, or ½ hour of productive time per end-user per week saved
- Many-fold increase in around-the-clock responsiveness without adding support staff

Additional ReSOFT Management and Control Facilities

- Management, maintenance, and problem resolution wizards for easy and fast execution of common tasks
- Event management
 - Pre-packaged and custom notifications
 - Pre-packaged and custom reports - HTML output with graphics
 - On-line ad-hoc queries using pre-built filters
- Asset management
 - Pre-packaged and ad-hoc on-line queries
 - Pre-packaged and custom reports - HTML output with graphics
 - Change management
- Site management
 - Remote, on-demand, automated Scrip management and execution from anywhere with Internet access
 - Remote, on-demand, automated ReSOFT software update distribution
- Information portal
 - Convenient, secure, and restricted end-user access to event, asset, change, and metering reports
- Database export wizard
 - Export from all ReSOFT databases
 - Export to ASCII comma-delimited text files with headers (.csv), XML files, or SQL tables

FEATURES AND BENIFITIES

Feature	Benefit
Automated system management and Maintenance, on-demand or scheduled	<ul style="list-style-type: none"> • Focus on non-routine, more strategic activities • Efficient, cost-effective, scalable management
Problem prevention	<ul style="list-style-type: none"> • Increase end-user and support staff productivity • Reduce management and support costs
Automated problem resolution	<ul style="list-style-type: none"> • Maximize end-user productivity and satisfaction, minimize support calls • Immediate, measurable ROI
Comprehensive behavior based device intrusion protection with remote centralized management and control	<ul style="list-style-type: none"> • Protection against new and known threats • Lower management and support costs • Higher end-user productivity
IT resource availability and utilization monitoring	<ul style="list-style-type: none"> • Ensure high end-user productivity
Automated software updates management with centralized reporting, management and control	<ul style="list-style-type: none"> • Lower management and support costs • Increased protection
IT asset and change management	<ul style="list-style-type: none"> • Better control and more efficient use of critical IT resources
Real-time event detection and reporting	<ul style="list-style-type: none"> • Deliver pro-active support at all times
Instant online notification	<ul style="list-style-type: none"> • Solve problems before they become critical • Increase end-user productivity and reduce support calls
In-depth information gathering and reporting	<ul style="list-style-type: none"> • Quicker, more cost effective problem resolution with no need to be on site • Higher end-user and support staff productivity
Embedded in all systems	<ul style="list-style-type: none"> • On site-level service 24 hours a day seven days a week, without an on-site presence, regardless of location and connectivity, Ideal for mobile devices.

To learn more about HandsFree Networks and our solutions, visit www.handSFreenetworks.com, send us an e-mail or call.



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