

# MANAGED SERVICES IMPLEMENTATION

Managed service

Realize maximum ROI quickly with HandsFree Networks



Many organizations including MSPs have countless examples of software solutions they have purchased in the past that do little more than gather dust on their shelves as they never get properly implemented. IT staff, hardware infrastructure and training are usually required to properly setup newly purchased software. All of the resources and effort to get a traditional support solution working can easily be consumed for 6 to 12 months. HandsFree Networks hosted model eliminates this waste through its innovative technology and its implementation service that reduce a deployment and remote support down two weeks if not hours or days.

HandsFree Networks Managed Services Implementation is delivered by HandsFree Networks expert professional service team ensuring that the Managed services you have purchased is implemented quickly and delivers the Return-on-Investment (ROI) that you expect.

## Leverage HandsFree Networks Expertise for Rapid Service

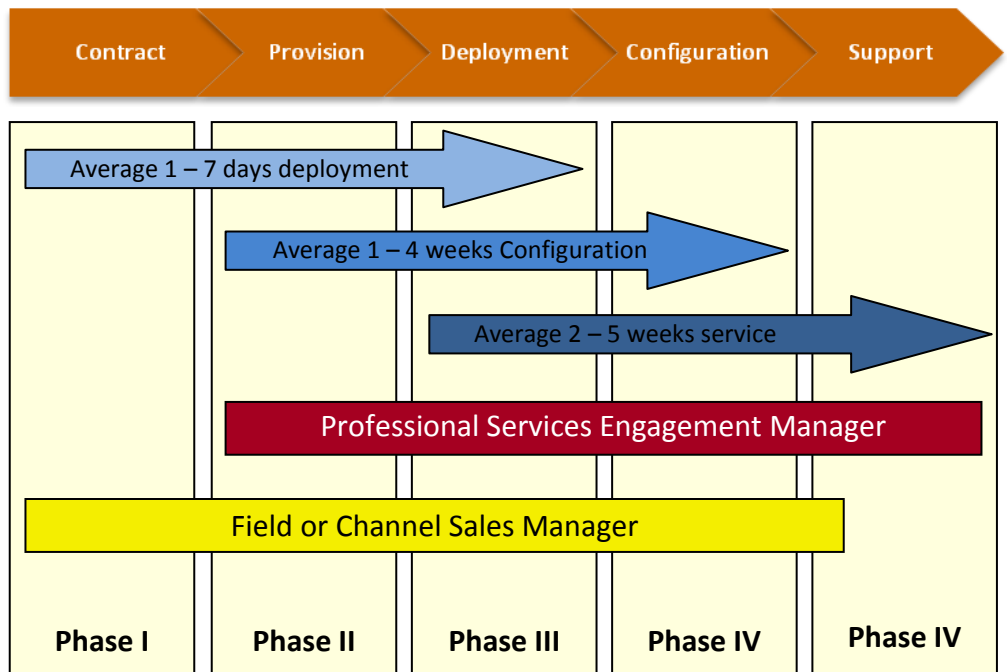
HandsFree Networks Managed Services Implementation is a professional service offering that enables you to take advantage of the years of experience of HandsFree Networks expert and the robust implementation methodology that has successfully worked for hundreds of HandsFree Networks customers to get you on the path to maximum ROI with HandsFree Networks. After you have purchased HandsFree Networks Managed services to effectively manage your PC environment, this service provides the next critical step to get HandsFree Networks software services in place so you begin realizing their value as quickly as possible.

### Advantages

- Rapid time-to-value, i.e. weeks not months
- Dedicated resources to offload the burden on IT
- Expertise and best practices transferred to your organization
- 365x24x7 managed service support

### OPTIMIZE HANDSFREE NETWORKS SUPPORT AUTOMATION SERVICE

HandsFree Networks Managed Services Implementation begins with a thorough technology discovery assessment conducted by HandsFree Networks consultant. The information gained from the interview will be used to tune and optimize HandsFree Networks software services to meet your specific business needs. This includes the creation of bandwidth policies, user roles, currency preferences and a custom data import.



### Advantages

- Lead customers through the implementation to minimize the burden on IT staff
- Optimize bandwidth management rules for maximum efficiency
- Deliver rapid reporting for all hardware and software installed, memory, hard drive capacity, etc., enabling proactive desktop management

### DEPLOY AGENTS QUICKLY AND EASILY

With a comprehensive understanding of the customer's network, the HandsFree Networks consultant will recommend and implement a specific HandsFree Networks agent deployment strategy. Given that the installation of HandsFree Networks lightweight, unobtrusive software agent on all devices is the core requirement to benefit from HandsFree Networks Managed service, the HandsFree Networks consultant ensures that the various deployment methods, such as auto-deploy or HandsFree Networks network discovery, are best utilized for maximum device coverage.

### Advantages

- Ensure rapid deployment of the HandsFree Networks agent on all devices in days not months
- Optimize agent deployment through custom agent installer design, sample deployment scripts, and correct inclusion in the corporate PC image.
- Setup deployment hosts properly for long-term use of Asset Discovery scanning and rapid agent deployment.
- Develop long-term best practices and company-specific processes for ongoing agent installation and appropriate handling of break-fix scenarios

### MANAGE THE IMPLEMENTATION FOR RAPID RESULTS

HandsFree Networks Managed Services Implementation is built on a robust methodology that has been successful for hundreds of customers. This enables HandsFree Networks Professional Services team to manage the project against a well-defined timeframe and to ensure maximum communication at every step in the program.

### Advantages

- Minimize the burden on IT staff through professional project management
- Deliver executive-level implementation updates, metrics and accountability
- Reduce end-user interruption and downtime through best practices that fit your business

### SERVICE DESK SUPPORT FOR BASELINE MANAGEMENT

Once HandsFree Networks software have been successfully deployed in your organization, the final step of HandsFree Networks Managed Services Implementation is to understand and provide pain point services with your IT staff to optimize your support service. This ensures that you stay on the path towards realizing the maximum return from your investment in HandsFree Networks. HandsFree Networks service desk is available

365x24x7 as a technical resource to manage your IT on ongoing use of HandsFree Networks Managed Services solution.

### Advantages

- Efficient and effective support based on real-life use cases and organizational objectives
- Web-based training recorded for future reference and playback
- Central Service Desk available 365x24x7 to support you no matter what time of day

### Technical Requirements

- No server infrastructure or VPN connections required
- Internet connection (56K or faster)
- Any version of Microsoft or non-Microsoft browsers
- Supported operating systems: Windows 98, ME, NT, 2000, XP, and Vista

### Powered by HandsFree Network's Management Platform

HandsFree Network Professional Service Implementation is one of HandsFree Networks Managed Services solution, which is powered by unique Next Generation Device Healthcare framework and its client-based engine architecture. Data communication between client and server happens in real-time via secure SSL transactions. There is no need for dedicated lines, or special infrastructure. Any exchange between the HandsFree Networks server and client occurs only as a consequence of a client request. This makes HandsFree Networks significantly more secure than traditional push based management solutions.

For more information on the HandsFree Network Managed Services Implementation, visit us at [www.handsfreenetworks.com](http://www.handsfreenetworks.com)



**HandsFree Networks Inc**  
1021 Main Campus Drive, Suite 300  
Raleigh, NC 27606 (US)

**HandsFree Networks Pvt. Ltd.,**  
4<sup>th</sup> Floor, Concorde Block, UB City,  
Vittal Mallya Road, Bangalore-560001 (INDIA)

[www.handsfreenetworks.com](http://www.handsfreenetworks.com)

HandsFree Networks and related HandsFree Networks Corporation logos are registered trademarks of HandsFree Networks Corporation. Copyright ©2009 HandsFree Networks. All rights reserved. All other company, product and brand names are trademarks of their respective owners.