

MANAGEMENT PLATFORM

Support Automation service

High value, low impact, support automation and on-demand desktop management



Desktop and laptop computers, as well as other networked devices, have undergone a rapid evolution in the 21st century from standalone productivity devices to strategic assets in an interconnected and distributed business environment. However, this increased value, along with the requirement that that these devices live on the Internet, have also made them the weak link in exposing an enterprise to security attacks, loss of business, and regulatory non-compliance.

The HandsFree Networks Support Automation Platform delivers reliability, security, and maximum control so that your global desktop and laptop network is always up and running. It's unique, patented technology enables the powerful, scalable, and cost effective On-premises or Software-as-a-service model that powers HandsFree Networks comprehensive set of support automation & desktop management services.

Manage IT Devices with a Browser-based Access Platform

The HandsFree Networks Management Platform and its client-based agent architecture automates key desktop management processes, securely monitors the desktop environment, and provides around-the-clock proactive desktop management minimizing the need to send costly IT professionals onsite. Handsfree Networks offer clients to run and manages a single instance of the hierarchical multi-tenant platform, thereby delivering the latest support automation capabilities at a fraction of the cost and time it takes traditional software vendors. This unique, patented technology enables proactive support automation service locally even while unconnected to the Internet or to your corporate networks.

Advantages

- Proactive support delivery and management model
- Integrated, web-based management console
- Secure communication channel to the PC
- Internet-based, network neutral deployment
- Local Processing conceptual architecture
- Comprehensive security at all levels

PROACTIVE SUPPORT DELIVERY AND MANAGEMENT MODEL

The Handsfree Networks Management Platform enables the powerful, scalable, and cost effective On-premises or Software-as-a-service model used to deliver HandsFree Networks comprehensive suite of support automation & desktop management services without major investment.

The HandsFree Networks Support Automation Platform is the foundation for HandsFree Networks software automation & integrated-desktop management service.

ASI Site and System Dashboard - Microsoft Internet Explorer

Address: https://hanoheal.org/main/dashbrd/dhsv.php

Links: Nanoheal Dashboard, Welcome to the Frontpage

user: hfn [Log out] [Help]

ASI Site and System Dashboard

How to | Logout

Search | Reset

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Action	Name	Type	Status	Number of Items	Latest Client Event
[configure] [manage] [services]	Rockland Family Shelter - Shelter	machine	changed	0	Tuesday, September 30, 2008 07:05:47
[configure] [manage] [services]	farmerbrown	machine	alert	0	Tuesday, September 30, 2008 06:57:14
[configure] [manage] [services]	ibands	machine	alert	0	Tuesday, September 30, 2008 07:54:57
[configure] [manage] [services]	Tektonik	machine	alert	0	Tuesday, September 30, 2008 07:47:02
[configure] [manage] [services]	Technology Development group	machine	alert	0	Tuesday, September 30, 2008 07:55:32
[configure] [manage] [services]	SCS Interactive	machine	alert	0	Tuesday, September 30, 2008 07:56:03
[configure] [manage] [services]	NetPixel Inc	machine	alert	0	Tuesday, September 30, 2008 07:55:29
[configure] [manage] [services]	MediaMax	machine	alert	0	Tuesday, September 30, 2008 07:52:02
[configure] [manage] [services]	Maryse Leduc Design	machine	alert	0	Tuesday, September 30, 2008 07:22:47
[configure] [manage] [services]	Law Offices of Todd J. Krouner	machine	alert	0	Tuesday, September 30, 2008 04:16:02

Advantages

- Delivers hierarchical multi-tenancy for maximum control by customers and partners.
- Requires no upfront hardware / software fees and virtually no upfront installation costs.
- Enables companies to pay-as-you-go based on the services used and the devices under management.

INTEGRATED, WEB-BASED MANAGEMENT CONSOLE

The HandsFree Networks Management Platform delivers all of the Support Automation services through the HandsFree Networks Site Management Facility. Accessed via an easy-to-use Web interface, the HandsFree Networks Site Management Facility provides a single management console for automating support process of desktop management functions, operations and reporting.

Advantages

- Manages all devices and desktop management applications from a single console.
- Provides access from anywhere around the world – via a simple Internet connection.
- Delivers visibility into desktop and laptop environments for information such as asset inventory, software license usage, patch update status and Intrusion protection control.
- Eliminates the complexity and cost of running multiple points.

INTERNET-BASED, NETWORK NEUTRAL DEPLOYMENT

The HandsFree Networks Management Platform is deployed over the Internet and can co-exist with multiple network environments and topologies resulting in vastly simpler deployment and reduced management costs.

Advantages

- Enables simple, fast and low cost deployment.
- Manages desktops and laptops that are not on the network with no requirement for a VPN connection.
- Is network neutral as it resides outside the company network and only requires a simple Internet connection

SECURE COMMUNICATION CHANNEL TO THE PC

The HandsFree Networks Client-based local processing engine is a lightweight, unobtrusive software footprint on each PC that provides a secure communication channel with all desktops and laptops and the HandsFree Networks Site Management Facility enabling support automation, asset management, software distribution and monitoring of the health, security and compliance of global desktops at all times.

Advantages

- Ensures desktops and laptops are secure, protected, and up and running 365x24x7.
- Deploys rapidly over the Internet regardless of the PC's location and delivers remote automation capabilities reducing the need for onsite visits.
- Provides maximum security via its unique pull technology model.

LOCAL PROCESSING CONCEPTUAL ARCHITECTURE

The HandsFree Networks Management Platform architecture supports standard Web Services interfaces thereby enabling plug-and-play automated support for best-of-breed desktop management locally as well as access to rich desktop and laptop information.

Advantages

- Enables the integration of HandsFree Networks services into a company's IT environment to best fit their business needs.
- Delivers rapid access to best-of-breed functionality at a fraction of the time it takes traditional software vendors.
- Provides the mechanism for customers and partners to come together into one circle for maximum benefit.

COMPREHENSIVE SECURITY AT ALL LEVELS

The HandsFree Networks Management Platform operates in real-time via secure SSL transactions with 256-bit end-end encryption standards; any exchange between the server and client occurs only as a consequence of a client request and complies with the key tenets of Information Security.

Advantages

- Provides network security via private IP addresses, intrusion detection / prevention, and a redundant network core.
- Manages security at the desktop through OS security segmentation and system administrator / authorized user credentials.
- Secures data through MD5 hashing such as DART configuration, DART execution and event and activity logging.

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

For more information on the HandsFree Network Management Platform, visit us at www.handSFreenetworks.com



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