

Business Case – Remote Device Healthcare using HandsFree Networks

Introduction

Whether you provide traditional software support or on-site support, our goal is to give you a Next Generation Device Healthcare product so slick that your customer's only complaint thereafter would only be hardware related problems. However, every developer knows that somehow, somewhere, a bug is going to slip through. Even more unlikely than developing a flawless support automation program and finding a customer who will immediately understand how things work and never have questions, chances are, for one reason or another end-users will be calling for your IT helpdesk – if they aren't calling for your head.

Though customers may choose a vendor based on product features, what keeps a customer loyal is the service they receive after they purchase the product. When a customer calls with a problem, how do you handle it? You can't drive out to every customer site, and phone support is a nightmare for customers and support reps alike. If you want to provide simple, cost-effective support, it's time you considered providing remote Device Healthcare from HandsFree Networks.

HandsFree Networks enables your support sector to:

- Support without traveling on-site and eliminate the cost of support-related travels
- Increase first call resolution rate and reduce tier II escalation
- Improve profit margins by increasing support staff efficiency & incident handling time
- Reduce the number of repeat incidents by automated feed-back loop
- Deploy specialists on site/remote location virtually, rather than physically
- Automate a detailed audit trail for easier compliance
- Replace multiple desktop control tools with a single, unified support automation solution

The Problem: Increasing Costs, Decreasing Revenue

Reductions in service costs over time are often built into contracts with your clients, but as systems grow more complex and end users become increasingly mobile, maintaining the bottom line is becoming more and more difficult. With increasing service costs due to various reasons your revenue starts decreasing. To complicate matters further, system configurations are rarely uniform across home users.

How can IT outsourcers deal with these following concerns?

- Support an increasingly complex and mobile environment
- Satisfy each end user's unique system configuration
- Deploy IT talent in a cost-effective manner
- Consolidate multiple support tools into a single solution
- Increase efficiency for bigger margins over time

The Challenge: Mobile/Dispersed End Users

Remote support in a geographically dispersed and technologically irregular environment may have posed a challenge with an increasing volume of mobile end users. Now that the system is fully operational, it has proven to be a huge success. Following its major achievement, the IT team has been tasked to take on other challenges for asset tracking.

How can you provide remote support to end users with obstacles like these?

- Decentralized support environment
- Irregular firewalls & access barriers
- Multiple operating systems & hardware configurations
- IT budget limitations
- Difficult for IT administrators to consistently back up, safeguard and quickly recover highly sensitive data stored on the hard drives of the end user laptops.
- Laptops are facing a host of new threats; including thefts, hardware failures, and data corruption, further exposing your organization to considerable legal and financial risks.

The Huddle: An Expensive & On-site Workforce

The help desk support environment in the home user market has become highly distributed, with increased geographic locations and with a rising number of remote and mobile end users.

Despite these challenges, your support organization has to be able to:

- Meet compliance requirements
- Deploy specialists where they're needed quickly
- Support numerous geographic locations cost-effectively
- Account for all modified hardware or software configurations

The Solution: Remote Device Healthcare from HandsFree Networks

Throughout the history of support it has been up to the end user to call us up and tell us about an issue, and rather than fixing the issue, that end-user person fixes the issue, and we support them. The fundamental problem is that computers are causing the problem, but human beings are in charge of the solution. The whole support industry is built around this framework, even though it still generates a significant amount of inconvenience and hidden cost for both end users as well as support institutes.

There is a great precedent for an effective way to handle this problem:

Your body. When something goes wrong in your body, it doesn't have to wait on the phone for help from a "body support helpdesk". Instead, it has a system incorporated right into its operation that diagnoses the issue, prepares a solution, and applies the solution to the issue.

Essentially, your body has a very effective measurement and diagnosis process, and it can look up the problem components against a database of known issues and solutions. (The details are more complicated than this, but the idea is essentially this simple.) Sometimes the process does not provide a solution. That is when you enter the healthcare system, and get help from external resources (essentially using a larger database of solutions) that provides new tools to help the local system in your body address the issue.

HandsFree Networks provides the analogy of the healthcare system, but for device support: **Device HealthCare**

What HandsFree Networks include...

- ✓ Remote control
- ✓ Support automation
- ✓ Intrusion protection
- ✓ Anti-virus management
- ✓ Patch management
- ✓ Asset management
- ✓ Software updates
- ✓ Specific problem alerts
- ✓ Availability monitoring
- ✓ Resource monitoring
- ✓ Performance monitoring
- ✓ Registry management
- ✓ Service management
- ✓ Backup management
- ✓ Network discovery
- ✓ Windows event log tracking
- ✓ User access control
- ✓ User information management
- ✓ System maintenance
- ✓ Policy enforcement
- ✓ Software provisioning
- ✓ Software metering
- ✓ General system management
- ✓ General problem diagnosis
- ✓ General problem resolution
- ✓ Internal product maintenance

How does it work?

Support issues are essentially a giant collection of unrelated details. Device HealthCare is actually a brand new way of organizing all that detail into a cohesive whole that can be managed effectively. It takes a long time and a lot of effort to amass all that detail. HandsFree Networks apply support automation in various stages, not all problems can be solved automatically without human intervention but saying so, we create feed-back loop to make the system to learn the symptoms and protect itself. The Device Healthcare is achieved using the following stages:

Automated Detection — Device issues will be detected automatically directly on the device by the powerful HandsFree Networks Client or on the server by a combination of the extensive HandsFree Networks Client reporting and the powerful HandsFree Networks Server filtering. Issues that are automatically detected can be made to generate a ticket in the Ticketing System. The mechanisms for automated detection will include some of the following:

- Outside/inside server connectivity (for example, web server)
- Inside server connectivity(for example, mail server)
- Site internet connectivity
- Anti-virus definition updates
- Disk space
- CPU utilization and queue length
- Network utilization
- Memory utilization and page rate
- Backup completion (availability depends on backup software being used)
- Windows event logs
- Windows service availability
- Spyware infections
- System availability, for "always-on" systems
- Application utilization
- System clock problems
- Password attacks (login failures)
- Break-in attempts (port probes)
- Application failures
- Microsoft Exchange issues
- User logon/logoff
- Software installation/removal

Non-automated Detection — End-user can initiate support on issues not automatically detected. The information entered in the Ticketing System will be supplied by the user to the Helpdesk Technician through telephone/e-mail. Follow-up on tickets will be done by remote support engineer accessing the tickets.

Automated Diagnosis — Device issues can be automatically diagnosed by the powerful HandsFree Networks Client. Issues that are diagnosed in this way will generate notification with all the diagnosis information included and can be made to generate tickets automatically in the ticketing system.

Semi-automated Diagnosis — Device issues that are not automatically diagnosed will be investigated by the remote support engineer using the extensive HandsFree Networks Client reporting and data collection mechanisms. The mechanisms used for semi-automated diagnosis will include:

- Review of event logs

- Review of asset data
- Review of historical support information

Automated Remediation — Device issues can be automatically resolved by the powerful HandsFree Networks Client. Issues that are resolved can generate a ticket at the time of resolution. Issues that can be automatically resolved include:

- Anti-virus definition updates
- Disk space
- Windows service availability
- Spyware infections
- System clock problems
- Software installation/removal
- Windows updates
- Defragmentation
- Scandisk
- Temporary file cleanup
- System clock
- Application blocking
- Web site access blocking
- Anti-virus definition updates
- Hardware asset information
- Printing problems
- Software patch upgrades
- Additional automated remediation as added

Semi-automated Remediation — Device issues that are not automatically resolved will be investigated by the HandsFree Networks support staff using the extensive HandsFree Networks Client reporting and data collection mechanisms. If the issue can be resolved in the time frame specified in the "Service Levels" section, then the resolution will be added to the Ticketing System and the ticket will be closed. Otherwise, the ticket will be escalated to the next level. The mechanisms used for semi-automated resolution will include:

- HandsFree Networks Tool(DART) configuration
- Group management and configuration
- Remote control

Preventive Maintenance — Devices will be provided routine maintenance support. This will include:

- Windows updates
- Defragmentation
- Scandisk
- Temporary file cleanup
- System clock
- System firewall
- Application blocking
- Web site access blocking
- Intrusion Protection
- Port Probe Detection

Remote Control — The HandsFree Networks Client and Server can provide direct remote access to devices. This can be used by either Client or by HandsFree Networks.

Reporting — HandsFree Networks will configure and generate reports on aspects of devices being managed and services being provided. In addition to a set of standard reports, HandsFree Networks will customize reports to meet client requirements. Examples of standard reports include:

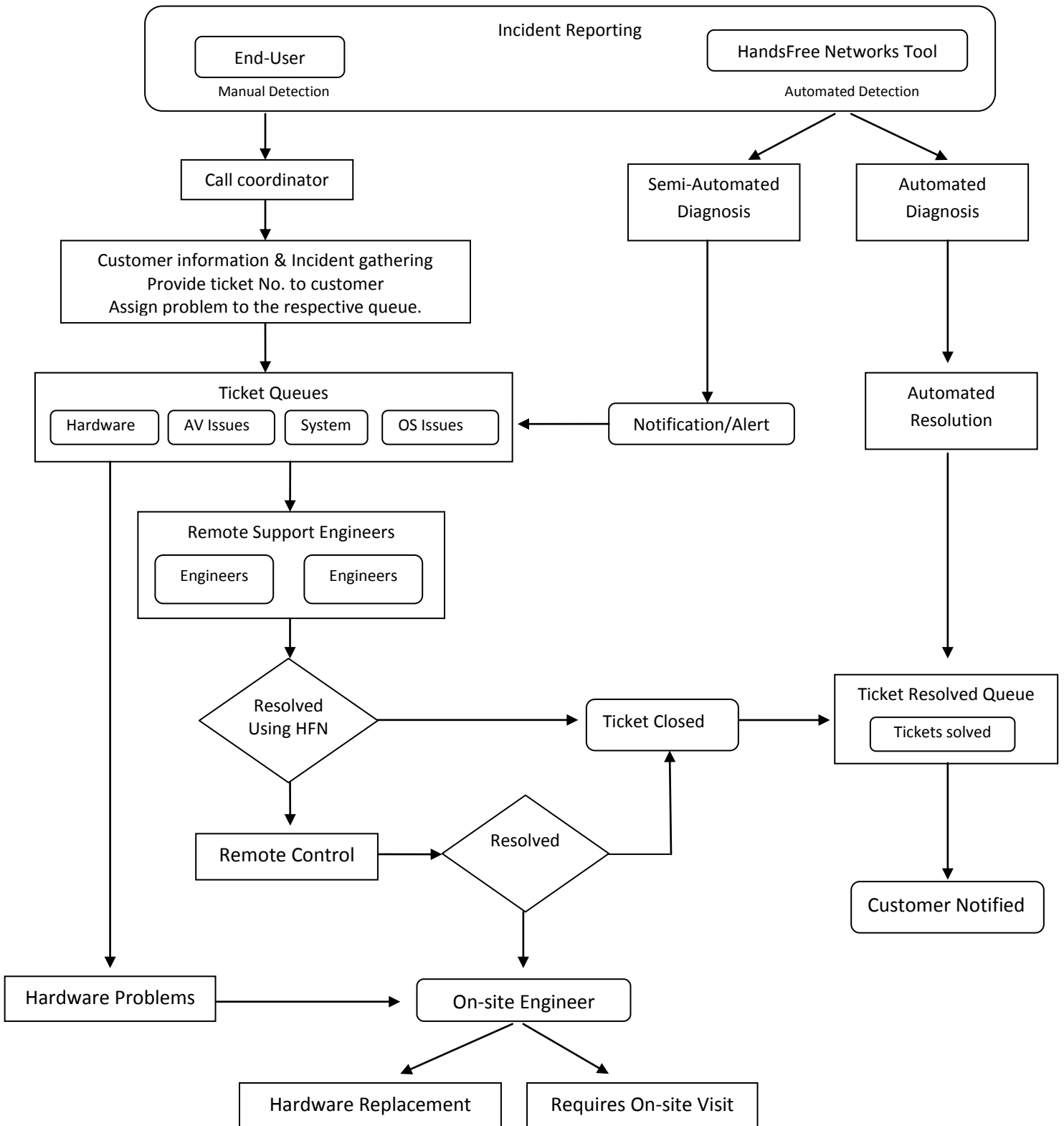
- Windows updates coverage
- Anti-virus definition updates
- System uptime
- Network usage by machine
- Hardware asset reports
- Installed software reports
- Application utilization
- Problem remediation
- Password attacks (login failures)
- Break-in attempts (port probes)
- Windows service availability
- Application failures
- Application license management
- Contact information
- User logon/logoff
- Software installation/removal

HandsFree Networks advantages on your support process:

- Automated detection and First Call Resolution.
- Reduced number of repeated incidents.
- Detection and diagnosis of problems by the system without end user intervention.
- Reduced remote site visits considerably.
- Tracking, monitoring and reporting of Asset changes in real time using HandsFree Networks.
- Proactive detection and notification of hardware problems.
- IP address for remote control is picked by HandsFree Networks' tool residing on the end-user machine and hence is faster (no human intervention).
- Grouping of similar incidents into one ticket and application of one instance resolution.
- HandsFree Networks' tool is not server centric and has a Peer-to-Peer communication.

This makes it possible to resolve complex network-related symptoms and helps increase device availability as the HandsFree Networks tool, in concert provide early warning about problems with a device and can be used to resolve symptoms that may have isolated or otherwise made a device unavailable.

Process Control Flow Diagram:



HandsFree Networks Remote Management Features:

Feature Offering	Traditional Support	Using HandsFree Networks
<i>Anti-Virus Management</i>	<p>Scheduling needs a manual user intervention or needs a technical assistance.</p> <p>Virus updates happen as and when the system goes online or receives a new update.</p> <p>In case of Scan failures or errors, onsite visit is needed.</p>	<p>Virus scans can be scheduled remotely without user intervention, to run in the background.</p> <p>Scheduled download and installation of anti-virus software updates.</p> <p>In case of scan failures or errors technician will be alerted and would be able to fix remotely without user intervention.</p> <p>Type : Preventive Duration (Approx): 30 min</p>
<i>PC Tune Up</i>	<p>Reactive bases disk defragment, Scan Disk, Chkdsk and Disk Cleanup based on customer issues. Customer needs to call up for technical assistance.</p>	<p>Proactive based Disk defragmentation, Scan Disc, Chkdsk and Disk Cleanup can be scheduled based on threshold which can be configured according to user requirements and technician would be alerted.</p> <p>Type : Proactive Duration (Approx): Instantly 5-10 min</p>
<i>Password Reset</i>	<p>Can be reset using admin login, if admin password is lost, then an OS re-installation is needed. Which will need an Onsite visit, hampering end users time</p>	<p>User logon credentials / passwords (administrator) can be reset in case of password lockout or losing the same. Without causing end user hindrance.</p> <p>Type : Reactive Duration (Approx): 3-5 Min</p>
<i>Hardware/Software Change Monitoring</i>	<p>Minimal hardware change can be detected. Monitoring/Reporting of hardware changes would be a manual process tracking can be done only using some tack sheet having the hardware details.</p>	<p>An extensive and detailed asset and inventory tracking can be done. Our tool gives you BIOS level information and also maintains a record of all hardware/software changes on a user basis. Changes would be notified automatically to the technician.</p> <p>Type : Proactive Duration (Approx): 2 Min</p>
<i>Internet connectivity problem resolution</i>	<p>Connectivity issue could be due to various reasons. Onsite visit is needed to diagnose the issue and fix the same. This would be time consuming.</p>	<p>TCP/IP configuration problem is automatically resolved. It resolves problems of website not being displayed, IE not working etc.</p> <p>Type: Proactive</p>

		Duration (Approx): 3 Min
Email attachment filtering	File type specific attachment filtering is not possible. Can only block all attachments, needs onsite / phone support.	Attachments can be filtered based on their extensions, e.g., .exe files <i>Type : Proactive</i> Duration (Approx): Real Time
File download filtering	Possible using third party tools, costing the end user.	Download of any file can be filtered based on their extensions, e.g., .exe files <i>Type : Proactive</i> Duration (Approx): Real Time
Website Blocking	Web site blocking can be done using the I.E privacy settings. Which needs a manually intervention / onsite visit?	URLs can be blocked on user requirements under 'Block-list', e.g., if any user wants parental controls on website access. Without user intervention. <i>Type : Proactive</i> Duration (Approx): 2 Min
Approve/Decline/Remove Microsoft updates	Need technical assistance to enable or manually select an update, cannot prevent the system restart notification. Causing hindrance to the end user.	Our service allows selective download and installation, removal or rollback updates and updates testing. Notifies the end user about the update and prevents the system shutdown/restart. <i>Type : Preventive/Scheduled</i> Duration (Approx): Per System 40 Min <i>Approx (The Next propagation takes 10 Min)</i>
Port-Probe Blocking	Needs an onsite visit to perform this action.	Ports can be blocked from access through internet ensuring security of data and information. <i>Type : Proactive</i> Duration (Approx): Real-time
Performance Monitoring	Monitoring can be done via task manger, which needs a manual intervention, cannot generate a report.	Memory Utilization, Network Utilization, Disk Performance can be monitored, alerted and resolved through HandsFree Networks. <i>Type : Preventive/Proactive</i> Duration (Approx): Real Time
Folder Clean Up	User intervention or technical assistance is required.	File/Folder cleanup performance to get rid of unwanted temp files and keep the system performance optimal. <i>Type : Preventive/Proactive</i> Duration (Approx): Real Time

Software installation	Needs technical assistance and user intervention to perform an installation.	Software can be downloaded and installed silently without the end user intervention. <i>Type : Reactive</i> <i>Duration (Approx): Depends Up On the Software</i>
File Protection Management	Encryption of file or folder with assistance of technician	monitoring / preventing file deletions and backup <i>Type : Proactive</i> <i>Duration (Approx): 5 Min</i>
Windows Security Management	User intervention or technical assistance is required.	Our service allows automatic enabling / disabling of Windows Firewall. Automated Windows Troubleshoot management & Fixit management. <i>Type : Preventive/Reactive</i> <i>Duration (Approx): Real Time</i>
Hardware Diagnosis	User intervention or technical assistance is required.	Our service allows automatic running of PC Doctor 3.0 (if installed on the machine) which performs hardware diagnostic tests for CPU, keyboard, printer, and camera and so on. Also stores the result in HandsFree folder and also post it to the event log. <i>Type : Preventive/Reactive</i> <i>Duration (Approx): Real Time</i>
Registry Protection Management	Cannot be performed	Real Time monitoring for changes and blocks registry change. <i>Type : Proactive/Preventive</i> <i>Duration (Approx): Real Time</i>
Notification	No notification mechanism.	More than 400 Pre-built notification templates that can be easily modified, duplicated, or deleted. Like all the other event log management modules, notifications can be accessed via a browser-based graphical user interface. <i>Duration (Approx): 1500 + filter</i>
Reporting	No reporting mechanism.	granular integrated reports with production frequencies ranging from daily to weekly and monthly to offer a comprehensive set of customizable reports. <i>Duration (Approx): 300 + report types</i>

List of few services that can be offered using HandsFree Networks feature:

HandsFree Networks has 150+ DARTs providing various system management and automation features. However, support services provided are not limited to the number of DARTs available, multiple DARTs are used to configure and provide more than 1000's of support services. Few of them are listed below:

Service Offering	Traditional Support	Using HandsFree Networks
<i>Boot Up Really Slow</i>	Check & remove unwanted programs from startup. Requires onsite support.	HandsFree Tool will check running process real time and alerts the technician if the processor utilization is high and It can also be configured to remove unwanted program from the start-up. Type : Preventive/Proactive Duration (Approx) : 5 min
<i>System freezes intermittently</i>	Check for viruses, spyware, registry issues. Run a virus scan and delete unwanted files.	It resolves registry issue and detects for virus and spyware and alerts the technician. Type : Reactive Duration (Approx) : 10 min
<i>Simple network protection</i>	Configuration of the router which needs a technician's assistance.	Prevent access to particular/ group of machines from accessing internet, without end user intervention. Type : Proactive Duration (Approx) : 15 min
<i>Blocking chat software's and other unwanted application</i>	Cannot block chat software's and unwanted application	Can block application and prevents from running, without user intervention. Type : Proactive Duration (Approx) : 5 min
<i>Unable to modify IP address in LAN</i>	Change of IP address needs to be done using admin privilege	Can be done remotely, without user intervention. Type : Reactive Duration (Approx) : 2 min
<i>Not able to Share a file through network</i>	Enable file and printer sharing, and checking the security feature, which needs phone support or onsite visit.	File sharing and the security settings would be done via the HandsFree tool without any user intervention. Type : Reactive Duration (Approx) : 5 min
<i>Partition Resizing</i>	Time consuming process which needs a onsite technical visit.	Can be done remotely without disturbing the end user which is less time consuming.

		<p>Type : Reactive Duration (Approx): 10 min</p>
Network printing garbage	The printer queue needs to be cleaned. Can be done via phone support	<p>Printer queue issues are monitored and resolved real time without any user intervention and also notified once fixed.</p> <p>Type : Proactive/Reactive Duration (Approx): Immediate</p>
Changing the file attribute	Can be done using the file property, with the help of a technician.	<p>Remotely the file attribute can be changed.</p> <p>Type : Reactive Duration (Approx): Immediate</p>
Software updates	Needs to access individual application and trigger an update, phone support needed.	<p>Remote updates can be triggered on the end user machine. Without taking remote control.</p> <p>Type : Scheduled/On-demand Duration (Approx): Automated</p>
In Windows XP, Explorer.exe unexpectedly quits during a file search.	This is caused due to Rkadmin.dll, which needs to be removed manually, with a help of a technician	<p>The same process can be followed without disturbing the end user and saving time. Remotely</p> <p>Type : Reactive Duration (Approx): 2 min</p>
Automatic Updates - How do I turn them on?	Needs a tech support assistance to guide the user through the procedure.	<p>Turning Off /On will be done remotely. User need not have to wait for a tech support person to guide them.</p> <p>Type : Automated/Schedule Duration (Approx): In minutes</p>
Automatic Updates – How do I uninstall?	Tedious process needs an on-site visit to perform this action.	<p>Action can be performed with in no time. All Microsoft updates can be uninstalled and removed remotely in a single click.</p> <p>Type : Reactive Duration (Approx): in Minutes</p>
Startup Menu - How can I add/remove programs to help speed it up?	This can be done using msconfig, to perform this add/remove action, end user would need a phone support help.	<p>We normally monitor all start-up items and prevent it from loading unwanted programs in start-up. we can also perform a remote removal of programs from start-up.</p> <p>Type : Proactive/Reactive Duration (Approx): Couple of Minutes</p>

<i>Problem with INF file</i>	A file repair scan needs to be done to fix this issue. End user needs to call phone support.	Scan can be initiated remotely without disturbing the end user. <i>Type</i> : Reactive <i>Duration (Approx)</i> : 5 min
<i>Problems notification at start up</i>	The application causing the notification needs to be removed from start-up with help of a technician.	Start-up items can be removed remotely without user intervention. <i>Duration (Approx)</i> : Scheduled
<i>Delete search history in browser</i>	Beginners in computer need a phone support to do the same.	These are maintained by default using our tool based on threshold values. <i>Type</i> : Preventive <i>Duration (Approx)</i> : In Minutes
<i>Admin Accounts Fail to Open</i>	C drives needs to be reformatted or restored, which would require an on-site visit.	We can remotely reset the admin password without reformatting or restoring the OS. With in no time. <i>Type</i> : Reactive <i>Duration (Approx)</i> : In minutes

The Results: Increased Support Efficiency

IT services organizations that have virtualized remote support with HandsFree Networks are seeing powerful results, such as:

- **No On-Site Support Visits:** HandsFree Networks enables issue handling and resolution on all software support problems thereby reducing your on-site visits by 95% (except hardware and OS installation).
- **Decreased incident-handling time:** As HandsFree Networks provides an average resolution time of 10-15 minutes, the call handling time reduces which in turn decreases incident handling time by 50%.
- **First call resolution:** An improving 1st call resolution rate is a key to customer satisfaction and staff efficiency. Tech Support will increase first time fixes by around 70-75 %.
- **Maximum support workforce utilization:** Faster problem resolution thereby minimizing business disruption and enabling users to continue working longer. You will gain improved remote support representatives' issue handling capacity by 40%.
- **Accurate diagnosis:** Problem diagnosis is based on what is actually happening on the device, rather than relying on end user reports. Tech Support Rep will get immediate notification on a problem which reduces diagnosis time by 80-90%.
- **Reduce costs:** The goal is to significantly lower the cost of maintaining desktop systems and applications, and eventually eliminate "hidden" cost. HandsFree Networks will reduce your costs by 50 – 60%.
- **Improved Reliability:** Accurate diagnosis offered by HandsFree Networks improves your reliability for end-users by 70-80%.
- **Be the 'Preferred' one:** HandsFree Networks enables faster problem resolution on an average 10 -15 minutes, accuracy and reliability increasing your preference among your customers.
- **Increase in ROI:** Experience ROI growth over other solutions in 3 months time.
- **Optimize system availability:** Proactive management using proven tools and techniques in optimizing IT performance and minimizing downtime by 50%.
- **Better management control:** Now have a single helpline to call and accurate cost control and because problems can be fixed over the internet, call escalation will be decreased by 80%.
- **Focus on core business:** Staff can concentrate on future requirements and higher value activities, rather than the underlying support processes.
- **Budget accurately:** Costs are entirely visible and predictable over the contract life leading to more realistic and accurate budgets.

ROI Calculator

As more scrutiny is placed on the bottom line, many companies demand to know more about the expected and realized Return on Investment (ROI) for implementing a solid computing infrastructure. The HandsFree Networks ROI calculator helps you estimate your technology costs compared to HandsFree Networks Complete Solution. The outcome is based on an estimate of costs over a period.

1st Call Resolution Rates

Enter the data below (please enter only numbers, no INR or % signs):

Enter the average number of handled incidents daily:		<input type="text"/>
Enter the percent of calls that require escalation:	%	<input type="text"/>
Estimate percentage cost increase per call escalated:	%	<input type="text"/>
Average Cost per incident:	INR	<input type="text"/>
Calculated average cost per incident escalated:	INR	0
Estimate the percentage of call escalations you can eliminate:	%	<input type="text"/>

* The average HandsFree Networks customer can reduce the number of call escalations by 70%

Daily Savings:	INR	<input type="text" value="0"/>
Annual Savings:	INR	<input type="text" value="0"/>

Reduce # of Repeat Incidents

Enter the data below (please enter only numbers, no INR or % signs):

Enter the average number of handled incidents daily:		<input type="text"/>
Enter the percentage of calls that are repeat incidents:	%	<input type="text"/>
Enter the average cost per incident handled:	INR	<input type="text"/>
Estimate the percentage of repeat incidents that will be eliminated:	%	<input type="text"/>
Calculated number of incidents avoided daily:		0

* The average HandsFree Networks customer can reduce the number of repeat incidents by 70%

Monthly Savings:	INR	<input type="text" value="0"/>
Annual Savings:	INR	<input type="text" value="0"/>

Reduce Remote-Site Visits

Enter the data below (please enter only numbers, no INR or % signs):

Enter your total support budget:	INR	<input type="text"/>
Enter the % of IT Budget Spent on Travel related to on-site IT support:	%	<input type="text"/>
Calculated budget spent on on-site incident resolution:	INR	0
Estimated decrease percentage in the number of on-site incidents:	%	<input type="text"/>

* The average HandsFree Networks customer can reduce the number of on-site incidents by 95%

Annual Savings:	INR	<input type="text" value="0"/>
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** Please double-click on the table to enter your value*

1. HandsFree Networks offering are considered at rate of INR 500/year/supported devices.
2. Outcome is spread over a three year period.

Description	DARTs Used for ReSOFT	DARTs Enabled	Schedule	Resolution DART Require Configuration
	<i>Internal Administration</i>	<i>By Default</i>	<i>By Default</i>	<i>Review after ReSOFT Installation</i>
Problem Detection				
DART 38 - Fault Detected		Yes		
DART 51 - Process Completion Detected		Yes		
DART 51 - Process Completion Detected		Yes		
DART 72 - Scandisk Log Produced at Start-up Found		Yes		
DART 77 - Windows Event Log Change Detected		Yes		Yes
DART 46 - Error Dialog Box Creation				
DART 47 - Warning Dialogue Box Creation				
DART 48 - Information Dialog Box Creation				
DART 49 - Question Dialog Box Creation				
DART 94 - Dialog Box Creation		Yes		
Automated Problem Resolution – General				
DART 42 - Password Lockout Resolution		Yes		
DART 68 - User Has Changed System Date and Time		Yes		
DART 87 - Difference between System and Time Server Clock		Yes	Yes	
DART 176 - Service Restart (MS Windows NT4, 2000, XP, and Server 2003)		Yes	Yes	Yes
DART 216 - Print Queue Problem Resolution				
Automated Problem Resolution – Connectivity				
DART 84 - Network Connectivity Status		Yes		
DART 191 - TCP/IP Connectivity Problem Management		Yes		Yes
DART 178 – Shared Resources Access Failure		Yes		
Intrusion Protection				
DART 27 - System Start-up Executables Management		Yes		Yes
DART 45 - Port Probe Detected				Yes
DART 161 - Registry Protection Management			Yes	Yes
DART 188 - E-mail Attachment Filtering				Yes
DART 189 - File Download Filtering				Yes
DART 225 - Directory and File Protection Management			Yes	Yes
DART 228 - Network Packet Filtering			Yes	Yes
DART 232 - Intrusion Protection Control		Yes		Yes
DART 233 - System Start-up Environment Management		Yes	Yes	Yes
DART 240 - Intrusion Protection Management		Yes	Yes	Yes
Software Update Management				

DART 196 - Software patch application			Yes	
DART 263 – Spybot Tool Management			Yes	
DART 264 – Fake AV Tool Management			Yes	
DART 265 – 3 rd Party Tools Installation - I			Yes	Yes
DART 266 – Malwarebytes Tool Management			Yes	
DART 267 – Trojan Remover Tool Management			Yes	
DART 268 – Registry Healer Tool Management			Yes	
DART 269 – Flash Player Plugin Management			Yes	
DART 270 – JRE Plugin Management			Yes	
DART 271 – Hitman Pro Tool Management			Yes	
DART 272 – SafeMSI & Rkill Tool Management			Yes	
DART 273 – CCleaner Tool Management			Yes	
DART 274 – RemoveIT Tool Management			Yes	
DART 275 – 3 rd Party Tools Installation – II			Yes	Yes
DART 276 – Superantispyware Tool Management			Yes	
DART 277 – 3 rd Party Patch Uninstallation - I			Yes	
DART 278 – 3 rd Party Patch Uninstallation – II			Yes	Yes
DART 279 – 3 rd Party Patch Uninstallation – III			Yes	Yes
DART 237 - Microsoft Update Management		Yes	Yes	Yes
Information Gathering				
DART 61 - System Survey		Yes	Yes	Yes
DART 93 - Report Running Processes			Yes	Yes
DART 63 - ReSOFT Client Start-up	Yes	Yes		
DART 64 - ReSOFT Client Shut-down	Yes	Yes		
DART 17 - Executable Detected				Yes
DART 26 - Executable Usage Profiler		Yes		
DART 174 - User Logon-logoff Tracking		Yes		
DART 222 - Report File Attributes			Yes	
DART 241 - Contact Information			Yes	Yes
DART 246 - Network Device Discovery			Yes	Yes
Change Detection				
DART 70 - Software Installation Detected		Yes		
DART 71 - Software Removal Detected		Yes		
DART 74 - Printer Added / Removed		Yes		
DART 197 - Network Configuration Change Detected		Yes		
DART 199 - Registry Change Detected				Yes
DART 21 - File / Folder Deletion Dialog Box Creation		Yes		
DART 14 - MS Internet Account Dialog Box Creation		Yes		
DART 16 - MS Internet Explorer History Folder Dialog Box		Yes		

Creation				
DART 76 - Netscape Preferences Dialog Box Creation		Yes		
DART 79 - Eudora Preferences Dialog Box Creation		Yes		
DART 80 - Pegasus Mail Preferences Dialog Box Creation		Yes		
System Management				
DART 73 - System Restart			Yes	Yes
DART 89 - Scheduled Program Execution 1				
DART 151 - Scheduled Program Execution 6				
DART 152 - Scheduled Program Execution 7				
DART 153 - Scheduled Program Execution 8				
DART 154 - Scheduled Program Execution 9				
DART 155 - Scheduled Program Execution 10				
DART 156 - Sequential Scheduled Program Execution			Yes	
DART 157 – System Restore Point			Yes	
DART 212 - Scheduled Program Execution 2				
DART 213 - Scheduled Program Execution 3				
DART 214 - Scheduled Program Execution 4				
DART 215 - Scheduled Program Execution 5				
DART 100 - File Distribution and Retrieval			Yes	Yes
DART 101 - Printer Installation and Removal				Yes
DART 160 - Registry Management			Yes	
DART 111 - HandsFree Client Network Deployment				
DART 192 - Program execution control				Yes
DART 207 - Content Distribution			Yes	
DART 227 - Process and Service Shutdown-Restart			Yes	Yes
DART 236 - On-demand Remote Control		n/a		Yes
DART 260 – Sequential DART - I			Yes	
DART 261 – Sequential DART – II			Yes	
DART 262– Sequential DART - III			Yes	
DART 252 – Log File Retrieval and Logging				
Windows Security Management				
DART 282 – Windows Security Management			Yes	
DART 283 – Windows Troubleshooter Management (Windows 7 & Vista)			Yes	Yes
DART 284 – Windows Fix-It Management (Windows XP)			Yes	Yes
System Maintenance				
Disk Maintenance				
DART 19 - Disk Defragmenter Execution (MS Windows 9x		Yes	Yes	Yes

and Me)				
DART 92 - Disk Defragmenter Execution		Yes	Yes	Yes
DART 211 - Disk Defragmenter Execution (MS Windows XP and Server 2003)		Yes	Yes	Yes
DART 9 - Scandisk Execution		Yes	Yes	
DART 253 - Defrager for 64-Bit OS		Yes	Yes	
Folder Maintenance				
DART 60 - Clean Folders 1		Yes	Yes	Yes
DART 217 - Clean Folders 2			Yes	
DART 218 - Clean Folders 3			Yes	
DART 219 - Clean Folders 4			Yes	
DART 220 - Clean Folders 5			Yes	
DART 221 - Clean Folders 6			Yes	
DART 62 - Scandisk Files Clean-up on MS Windows 9x / ME		Yes	Yes	Yes
DART 69 - Chkdsk Files Clean-up on		Yes	Yes	Yes
DART 251 - IE Browser Optimization			Yes	
Virus Scan and Virus Definition Management				
DART 12 - Symantec Virus Definition Management		Yes	Yes	
DART 15 - Norton Anti Virus Scan Execution		Yes	Yes	
DART 90 - McAfee Virus Definition Management		Yes	Yes	Yes
DART 175 - McAfee Virus Scan Execution		Yes	Yes	
DART 238 - Symantec Anti Virus Definition Dates Log		Yes	Yes	Yes
DART 239 - McAfee Anti Virus Definition Dates Log		Yes	Yes	Yes
DART 242 - eTrust Virus Definition Management		Yes	Yes	Yes
DART 243 - eTrust EZ Antivirus Scan Execution		Yes	Yes	Yes
DART 244 - eTrust EZ Antivirus Definition Dates Log		Yes	Yes	Yes
DART 247 - Trend Micro Virus Definition Management		Yes	Yes	Yes
DART 249 - Trend Micro Anti Virus Scan Execution		Yes	Yes	Yes
DART 250 - Trend Micro Anti Virus Definition Dates Log		Yes	Yes	Yes
Miscellaneous				
DART 86 - Synchronization of System clock with time server		Yes	Yes	
Hardware Diagnosis				
DART 280 - Hardware Diagnostic Management (Scripts)			Yes	Yes
DART 281 - Hardware Diagnostic Management (Devices)			Yes	Yes
Resource Availability and Shortage Monitoring				
DART 6 - Memory Statistics		Yes	Yes	Yes
DART 95 - Logical Disk Statistics		Yes	Yes	Yes
DART 96 - Processor Statistics		Yes	Yes	Yes
DART 97 - Physical Disk Statistics			Yes	
DART 98 - Network Statistics		Yes	Yes	Yes

DART 88 - Network Devices and Services Availability			Yes	Yes
DART 231 - Client Heartbeat		Yes	Yes	Yes
HandsFree Networks – Internal Client Management				
DART 3 - Post-init Triggering Set-up	Yes			
DART 4 - Queued Mail Sent - Part 1	Yes			
DART 5 - Administration Log Scheduler	Yes	Yes		
DART 7 - Log File Deleted	Yes	Yes		
DART 8 - Orphaned Log File Found and Sent	Yes	Yes		
DART 11 - Log Files Deleted	Yes	Yes		
DART 22 - Send Queued Asset Logs	Yes	Yes		
DART 23 - Send Queued Event Logs	Yes	Yes		
DART 24 - Send installation/upgrade logs	Yes	Yes		
DART 25 - Client Dialog Box Creation	Yes	Yes		
DART 43 - HandsFree Client Tools	Yes	n/a		
DART 44 - Report Client Memory Usage	Yes			
DART 63 - ReSOFT Client Start-up	Yes	Yes		
DART 64 - ReSOFT Client Shut-down	Yes	Yes		
DART 65 - Traceback Information on Client Internal Error	Yes	Yes		
DART 66 - Dialog Box Log Scheduler	Yes	Yes		
DART 67 - Executable Log Scheduler	Yes	Yes		
DART 186 - DART Run Limit	Yes	n/a		
DART 190 - Client as service	Yes	n/a		
DART 223 - ReSOFT Client Installation and Deployment	Yes	n/a		
DART 226 - Capp Management	Yes	Yes		
DART 256 – Client Uninstall	Yes			
DART 254 – Rocket Dock Management	Yes	No		

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



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