



Remote
Management
Solutions

I need to keep systems up and running.
Can you do it?

Remote Resolution Increases Productivity and Saves Organizations Money

The Business Issues

Computer systems need to be maintained for firms to see maximum productivity from their work force. The cost of administrator salaries and contractors to maintain systems can be as much as the systems themselves, making this an area where many firms carefully examine processes to ensure maximum value for the dollar.

One of the biggest drains on the productivity of administrators is making multiple trips to fix a problem: one trip to diagnose, one trip to install new hardware or software, and one follow-up trip to ensure everything is working properly.

Until now this inefficient use of time and resources was an industry standard approach.

C&A Associates Solution

Our products greatly reduce or eliminate the need for desk-side visits via our remote console features that provide ManageAnywhere™ virtual desk-side visits. This allows administrators to take over a machine at the KVM level and resolve issues.

For hardware-based issues, administrators can identify the cause of the problem and bring the correct components on the first trip. Software issues can often be resolved via remote console - all without administrators having to leave their desk.

For hardware crashes, our products support Intel's AMT™ and we offer IPMI out of band management capabilities to access and service downed systems.

How Much Time Can You Really Save?

The Traditional Approach For Hardware Support

- End-user calls with a problem
- Administrator goes to end-user's system and performs initial analysis
- Administrator goes back to the lab to secure replacement component
- Administrator goes back to end-user and installs replacement part
- Administrator makes courtesy follow-up call to end-user to ensure everything is working properly

Total Trips: 4

The C&A Approach For Hardware Support

- Administrator alerted to problem
- Administrator logs into central management console and reviews log history
- Administrator identifies source of the problem and secures replacement part
- Administrator goes to end-user's systems and installs replacement part
- Administrator monitors system remotely

Total Trips: 1

Time Saved

- If the average trip requires 1/2 hour, administrators would save 1.5 hours per event. On only 10 events monthly, administrators would save 15 hours a month and 180 hours a year.
- The time it takes to analyze a problem and find its root cause varies greatly. SyAM Software's products log a wide variety of system-level events, making root cause analysis much faster. In minutes, many problems can be identified.

Remote Management is Just the Beginning.

TCO Management

All organizations today are concerned with total cost of ownership (TCO). While initial systems costs are often inexpensive, this belies the true costs firms will incur over the life of that system. At SyAM Software, we see TCO as falling into two categories: administrative costs and maintenance costs.

SyAM Software helps lower both of these costs. Administrator salaries are a fixed cost. But the more systems they can manage, the lower the administrative costs per machine. Our software allows administrators to remotely manage more machines with fewer resources. We reduce maintenance costs by alerting administrators to problems before they create downtime or catastrophic failures.

Asset Management

Organizations typically struggle with three main asset management issues:

- What do we have?
- Where is it?
- What software is on it?

The challenge today is that it can often take an army of people manually tracking systems to answer these questions.

SyAM Software addresses this issue by providing dynamic asset discovery capabilities. Our software continually tells you what you have, what's on it, whether or not it's on the network, how healthy it is and whether or not it needs maintenance. Ongoing dynamic asset tracking can save thousands of dollars compared to manual asset tracking.

Power Management

Energy costs continue to rise at an alarming rate eating into the profits of every organization. What many businesses may not realize, however, is that the solution is already in front of them - the "Off button" on their desktop and notebook computers.

SyAM Software helps firms reduce computer power costs by as much as 40% or more. Our products automate power policies that can be enforced with no intervention from end users. Administrators can configure systems for automatic graceful shutdowns on nights and weekends. This can save thousands of kWh and thousands of dollars. Systems can also be configured for Wake-on-LAN or manually powered on by users.

Our Products

- Desktop Monitor Local
- Notebook Monitor Local
- Server Monitor Local
- Desktop Monitor Central
- Server Monitor Central

Our [Local Management](#) products can be set up for testing and use, one system at a time for free. Our [Central Management](#) products can be set up and tested free for 15 days.

About C&A Associates

C&A Associates is a certified reseller of SyAM solutions to financial institutions and a wide range of businesses in the US.



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