

# IT Management beyond expectations



**DeskCenter<sup>®</sup>**  
Management Suite



**Finally united.**

# One small step for you. One giant leap for your IT.

From now on, everybody who wants to be in control of a company's IT needs just one tool.

Discover a complete solution with market-leading technology. With its powerful holistic approach, strongly influenced by realistic requirements, it will make you redefine your expectations.

The mature usability will enable you to work productive within minutes.

Is this a revolution? We say it's a new standard.

- Deal with all administrative tasks
- Control complex IT structures
- Manage workflows
- All processes operated by one database
- Capable of being integrated into every environment
- Open interfaces to other systems
- Easy to understand, fast to be productive
- Short return on investment time

## **Less Effort. More Benefit.**

With the DeskCenter Management Suite you can manage hardware, licenses, users and whole workstations in an easy, secure and fast way.

You will be able to install, detect, monitor and evaluate every system in your IT environment.

Everything gets easier, more traceable and more transparent.

## **One Database. Unlimited Possibilities.**

Having all data in one open database makes the big difference. All your company's data integrates seamlessly. This fact makes it easy for you to connect, manage, compare and trace all information. Without barriers, for comprehensive management and control.

Until now, data is mostly governing the administration, finally it's your chance to change this.

## **Simple Integration. Fast Reward.**

The DeskCenter Management Suite is path-breaking in terms of usability and simplicity. It will inspire system administrators and satisfy companies.

Its capability of adding value to all business processes is immense. All this is achieved effectively with a rapid return on investment.



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# The first solutions with integrated future.

Flexible because it is built in a modular way, the DeskCenter Management Suite has a unique usability in all modules. It's developed all of a piece to guarantee the seamless integration of all modules available.

All functions are available from one console, with a consistent user interface and structure.

## The Suite that grows with your needs.

The DeskCenter Management Suite gives you the freedom to choose. All functions are included from the beginning. You can add modules by just changing the license key, at any time. The topics commonly outlined with the term system management are solved with the following functions:

### OS Deployment

Installing operation systems made easy. The Suite enables you to install complete operating systems fully automated.

### Software Deployment

Supply any number of departments, groups or users with the software they need. Individually or fully automated.

### Software Packaging

Create and edit your software packages yourself – and distribute them with the DeskCenter Management Suite. Automated.

The Suite supports all current installers, like the

Microsoft Installer and it is able to handle re-packaging or migration of msi files.

### Patch Management

Patches and updates can be provided and managed securely and comfortably. The Suite gathers the patches for you, filters them and makes sure that no undesired additions are installed.

### Realtime System Management

Do your support in the fastest and most convenient way, from your desk: you are able to use all commands that can be run on a workstation, remotely and in real time.

It doesn't matter if you manage a bunch of PCs at a time or just one, as in classical remote management.

### Active Scripting

It's never been that easy to realize your own ideas. The Active Scripting Toolbox gives you the possibility to run customized scripts at any time and gives you the interface to exchange data with other applications, or even to integrate the tools of your choice.



## **Thought through from beginning to the end.**

All steps included in a system's lifecycle are summarized as IT Lifecycle Management.

These functions help you to manage the whole span of life of your systems, from their purchase up to their scrapping:

### **Inventory**

Lean back and enjoy: the inventory, which is the basis of all modules, is done for you by the DeskCenter Management Suite. It gathers all hard- and software asset data and stores it automatically in the open database. All system details are gathered, preprocessed and sorted. The open database gives you access to them in any way you need it. You have all workstations in all your networks under control, at any time. You are informed automatically if something changes. The DeskCenter Management Suite is able to integrate in every network, that's why we have not less than 5 different approaches to inventory systems. It can be used with an agent or even completely without any changes on the systems. This way you are able to manage even sensitive environments.

### **Asset Management**

Manage whole workplaces in a comfortable and convenient way. The asset management enables you to manage all parts of a workplace, such as screen, PC, telephone or even a desk and chair. For a maximum of control and supervision

– for example overseeing the cost structure of your assets.

### **User Management**

Besides hardware, software and assets you can also manage users and documents. Furthermore, here is the point where access rights are embedded.

### **File and Contract Repository**

Store, find and connect files, documents and contracts – with the Deskcenter Management Suite you have them always readily available.

Connect the file, documents, contracts or manuals to the relevant assets or users.

You can literally connect everything with everything. Even judicially important contracts are always under control. Depending on the access rights, users can access the documents read only or be able to change them.

### **Reporting**

Run valuable and relevant analysis on your collected data. Fully automated, regularly or on demand. You can customize each report. Additionally, you can setup up an automatic mail notification with your saved reports.

You can inform the respective employees if new tasks are created.

This way even huge amounts of data get transparent and manageable.

**DeskCenter<sup>®</sup>**  
**Management Suite**

**Elementary different.  
Fundamentally better.**

The management of software licenses is part of the classical lifecycle management – in the DeskCenter Management Suite it's a module of its own. The terms of license are growing more and more complex, requiring a complete chain of documentation. The Suite offers special options for a fast and secure approach to this topic:

**License Management**

The complete control and management of purchased licenses gets more important. The active license management offers you the possibility to securely manage all your operating systems, applications and license contracts. It will automatically notify you if any action is required. Additionally, you get the chance to have your licenses recorded automatically, saving you a tremendous amount of work.

The automatic license detection deduces manufacturer and details of your licenses and their usage from the gathered data.

This can be used to do license audits with just a few clicks. It guarantees a fast overview as well as monitoring of all used licenses.

Face compliance calmly. The Suite is your watchman.

**A strong connection.**

Solutions that support the system administrator and improve the support and the service management are combined very rarely with the management functions offered by the DeskCenter Management Suite.

**Helpdesk**

The extraordinary: The Helpdesk is connecting all information relevant to your Helpdesk tickets, accessing the open database.

Ease your Support: The Helpdesk is a tool to record incidents. Support calls are recorded as trouble tickets and a work assignment for you support employees is created.

While working on the trouble ticket you always have direct access to all your data.

The Helpdesk is easy to use. You will be productive in a very short time. Incidents and their solutions can be documented, analyzed and supported.

**Knowledge Base**

Publish the solution of any incident in public on the DeskCenter.Web interface. There, trouble tickets can be created, serviced and documented. This Knowledge Base helps your clients to help themselves saving your time and resources.

**Service Calendar**

This calendar manages all your support employees' appointments, giving him all needed information through connecting a trouble ticket to the appointment.

## Nothing is as demonstrative as a good reference.

We will gladly document how our product is used in a variety of companies. We will give you detailed information and a free demo version. We are looking forward to get in contact with you.

### Honeywell

Honeywell

The global corporation appreciates the Suite and the open database. The unique way of accessing all data of hardware, software, assets and licenses enables them to manage their environment effectively and secure.



Lufthansa AirPlus

The company uses the product to automatically distribute software and deploy operating systems. All tasks are handled centralized from one desk with real time management.



Lotto-Toto Sachsen-Anhalt

The purchase of software licenses results in a number of complex tasks. The Lotto-Toto GmbH Sachsen-Anhalt solves all of them with the DeskCenter License Management.



Ministry for country development and traffic

The ministry manages their whole software life-cycle with the DeskCenter Management Suite. This includes installation, deployment and license management.

Using the system management module, they solve all their tasks in real time, even using remote workstations. Problems with the business processes are documented and solved with the DeskCenter Helpdesk system.



PricewaterhouseCoopers

The consultancy uses the DeskCenter Management Suite to inventory their servers. All relevant data and system details are gathered automatically



Sparkasse

The Suite complies with the requirements for holistic IT management and security of banks and financial service providers. The service package is perfected by several Helpdesk workstations for secure and effective support.



Volkswagen AG

The corporation works with the DeskCenter Management Suite to simplify the monitoring and supervision of their highly sensitive production environment.

The integrated Helpdesk ensures a consistent documentation and makes sure that their support team is provided all necessary information.

**DeskCenter**<sup>®</sup>  
Solutions

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